DOCUMENT RESUME

ED 252 745 CE 040 605

TITLE	Medical-Dental Health Clerical Support Staff (C-4). Dental Receptionist-DR. Hospital Clerical Worker-MCW. Medical Office Assistant-MOA. Medical Stenographer-MS. Course Outlines.
INSTITUTION	Vancouver Community Coll., British Columbia.
SPONS AGENCY	British Columbia Dept. of Education, Victoria.
PUB DATE	80
NOTE	247p.
AVAILABLE FROM	Publication Services Branch, British Columbia Ministry of Education, 878 Viewfield Road, Victoria, BC V9A 4V1 (Catalog No. CO 0043--$6.00 plus 10% shipping).
PUB TYPE	Guides - Classroom Use - Guides (For Teachers) (052)
EDRS PRICE	MF01 Plus Postage. PC Not Available from EDRS.
DESCRIPTORS	Behavioral Objectives; Clerical Workers; Competency Based Education; Course Descriptions; *Dentistry; Evaluation Criteria; Foreign Countries; Higher Education; Job Skills; Learning Activities; *Medical Services; Office Occupations; *Office Occupations Education; *Receptionists; Recordkeeping; *Secretaries; Shorthand; Word Processing
IDENTIFIERS	British Columbia

ABSTRACT

These course outlines are intended to assist instructors in the development of curricula for college programs to train medical-dental health clerical support staff. The course outlines consist of a combined profile and four occupational profiles--dental receptionist, hospital clerical worker, medical office assistant, and medical stenographer. Each profile is divided into three main areas: clerical, clinical, and professional. Within each area a number of expected performances are developed by instructional objectives. Most criteria for these objectives reflect the criteria of existing college programs. Specific learning tasks are often detailed in the form of checklists or supplementary criteria. A bibliography lists reference books related to the four specific occupations. Skill profile charts for the four occupations are appended. (YLB)

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Medical - Dental Health
Clerical Support Staff

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Dental Receptionist

Hospital Clerical Worker

Medical Office Assistant

Medical Stenographer

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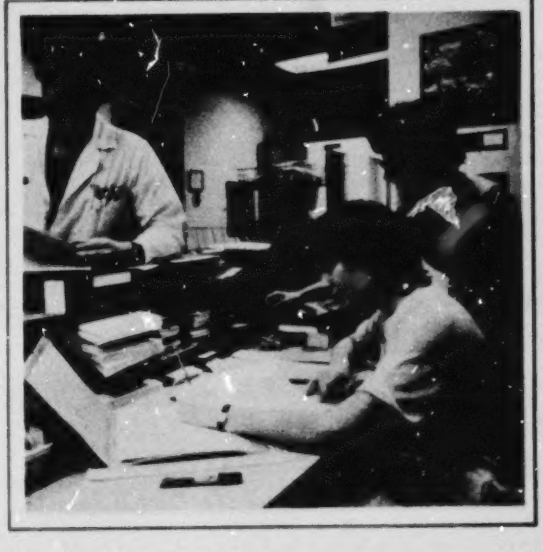

Province of British Columbia
Ministry of Education
1980

Medical - Dental Health Clerical Support Staff (C-4)

Dental Receptionist - DR
Hospital Clerical Worker - MCW
Medical Office Assistant - MOA
Medical Stenographer - MS

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Developed by:
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For the
Ministry of Education
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ACKNOWLEDGEMENTS

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The project has also been fortunate in having additional specific help in content preparation from Shendra Collin, Laurette Rogers-Unger, Denise Rogers and Louise Backman (Dental Reception), Elsa Davis, Susan Lesko, Gayle Shahki and Marian Neubauer (MOA), Faye Jenson (HCW), and Edna Bartoshewski and Gwen Moth (MS). Suzanne McKay has helped in providing technical content including the bibliography.

BRIEF HISTORY

In early 1978 the final draft of a report prepared for Brahm Wiesman's overall assessment of the needs of Colleges and Institutions in the Lower Mainland by the Curriculum Planning Health Sub-Committee recommended that "co-ordination of health sciences education must be provincial in scope, afford both effective regional participation and provincial planning and development services". Three recommendations the report makes are:

6.2 That an educational needs assessment study of the role and functions of workers in the health record field be conducted. (III,F.p.17)

6.3 That job analyses of the medical office assistant, the dental receptionist and the unit clerk be conducted and that core skills (and learning modules) be identified to facilitate transfer credit among institutions and laddering. (III,F.p.18)

6.4 That subsequent to the job analysis of clerical health workers and the development of core curriculum and laddering that the community colleges be designated a role in providing this education. (III,F.p.18)

During the same period (spring 1978) the Ministry of Education Program Research and Development Branch conducted a DACUM workshop to identify the skills or tasks required of medical office assistants, medical stenographers and dental office receptionists. Joan Mason, Coordinator, Program Research and Development, and Ron Maitland, Vancouver Community College, V.V.I. Campus Medical Office Assistant Instructor travelled to eastern Canada and the Maritimes to visit Colleges offering health care support staff training. Although much useful information was gathered, it was felt that a curriculum suitable for B.C. would require local development.

In February 1979 a contract was made between the Ministry of Education and Vancouver Community College to develop programs on Medical Office Assisting, Medical Stenography and Dental Reception.

Invitations to participate in an Ad Hoc Curriculum Committee were sent to all public post-secondary training facilities and to key employer and employee organizations in May and June 1979. The committee met three times to ensure that all competencies required in the fields were included and that the validated performance objectives for Dental Receptionist, Medical Office Assistant and Medical Stenographer training had conditions and criteria that were clear, precise, and accurately reflected the requirements in the fields. The Ad Hoc committee recommended that the terms of reference be extended to include common elements of the Hospital Clerical Worker Course developed by Vancouver Community College/Vancouver Vocational Institute and offered at St. Paul's Hospital by faculty member Faye Jensen.

Several methods were used to collect and validate the skills and instructional objectives. On-the-job skills were identified and loosely grouped for each occupation. Building on the Spring 1978 DACUM workshop material an additional DACUM was held for dental receptionists in March 1979. In May 1979 an up-dated skill profile based on the DACUM process was adopted by the Medical Office Assistants' Association. Ad Hoc committee members validated the material as it was developed often with the help of local doctors and dentists or College advisory boards.

Curriculum from other parts of Canada and the extensive material developed as guidelines for a curriculum in medical assisting (Grades 1 and 2) by the American Association of Medical Assistants, Inc. were examined in detail. A survey of teaching aids, periodicals, texts, and reference sources was prepared for the third Ad Hoc meeting and subsequently edited and enlarged.

PREFACE

The Medical-Dental Health Clerical Support Staff Course Outlines consists of a combined profile and four occupation profiles: Dental Receptionist, Hospital Clerical Worker, Medical Office Assistant and Medical Stenographer. Each profile is divided into three main areas: clerical, clinical and professional.

Within each area a number of expected performances are developed by instructional objectives.

Most criteria for the instructional objectives reflect the criteria of existing college programs; in cases where they differ, the criteria were validated by the Ad Hoc Committee. Specific learning tasks are often detailed in the form of checklists or supplementary criteria.

Points on Using the Outlines:

- The combined profile indicates common curriculum.
- These outlines assume the availability of a sufficient budget to provide adequate audio-visual equipment, clinical equipment, word processors, simulated office teaching areas including telephone system(s), and in-service staff training in small group role-playing, practicum management and current teaching methodology.
- Delivery of instruction could be tailored to the needs of the learner, either as full or part-time campus orientated instruction, distance learning or on the job training at hospitals.
- The length of training and the standards achieved will vary with the perceived needs of doctors, dentists and hospitals in each community.
- Expected performances and instructional objectives have been stated with conditions and standards which illustrate but do not define on-the-job performance. If learning tasks are detailed on instructional design templates, a reasonably accurate estimate of the contact and the practicum hours of instruction can be made.
- The standards used are not intended to limit the instructor, but merely to indicate competency.
- Optical Mark Reader Systems such as developed by National Computer Systems Incorporated could be used as observer checklist automatic scoring devices.
- If more than one of the courses is offered, group teaching of common expected performances may be possible.
- If more than one occupation is being taught to one class, core material is defined.

CONTENTS

ACKNOWLEDGEMENTS

BRIEF HISTORY

PREFACE

COMBINED PROFILE

PAGE

EXPECTED PERFORMANCE: 1A CLERICAL - RECEPTION

1. Receive office visitors 3
2. Receive hospital visitors 4
3. Answer the telephone 5
4. Simultaneously receive people on the phone and in person 7
5. Relay verbal information 8
6. Make telephone calls 9
7. Process emergency phone calls 11
8. Handle on-site medical/dental emergencies 12
9. Handle non-medical/dental emergencies 13
10. Manage special needs patients 14
11. Comfort and manage children 15
12. Provide patient education 16
13. Perform housekeeping duties 18
14. Maintain equipment 19
15. Store drugs and supplies 20
16. Process mail or deliveries 21
17. Prepare requisitions for patient diagnostic procedures 22
18. Prepare standard patient report and/or waiver forms 23
19. Operate business machines 24
20. Compose business correspondence 25

PAGE

EXPECTED PERFORMANCE: 1B CLERICAL - TIME MANAGEMENT

1. Organize work priorities 26
2. Schedule appointments 27
3. Maintain appointment system 28

EXPECTED PERFORMANCE: 1C CLERICAL - RECORDS MANAGEMENT

1. Assist the doctor to develop or revise an office procedure manual . 29
2. Perform office banking duties 30
3. Set up filing systems 31
4. Maintain filing systems 34
5. Use dental annotation systems 37
6. Convert metric measurements 38
7. Manage the practice's library 39
8. Prepare a list of drugs and supplies needed to restore inventory . 40
9. Manage the Medical Plan account(s) 41
10. Manage non-medical/dental plan charges for professional services . 42
11. Manage payroll 43

EXPECTED PERFORMANCE: 1D CLERICAL - TRANSCRIPTION/WORD PROCESSING

1. Clarify medical professionals' dictation techniques 44
2. Transcribe medical reports for which no preprinted form exists . . 45
3. Transcribe handwritten reports 46
4. Identify common preprinted forms for dictated subject matter . . . 47
5. Transcribe dictated material onto preprinted forms 48
6. Transcribe at hospital production standard 49
7. Simultaneously edit, correct and transcribe material 50
8. Use a word processor 51

COMBINED PROFILE (Cont.)

PAGE

EXPECTED PERFORMANCE: II CLINICAL

1. Take and record vital signs, and height and weight 52
2. Prepare trays and equipment for medical, surgical procedures . . . 53
3. Position and drape patient for basic and specific exams or procedures 54
4. Assist doctor with specific exams and procedures 55
5. Prepare specimens for external analysis 56
6. Perform a routine urinalysis 57
7. Perform a routine hemoglobin test 58

EXPECTED PERFORMANCE: III A PROFESSIONAL - MEDICAL AND DENTAL KNOWLEDGE

1. Describe the major function(s) of each body system 59
2. Identify types of tissue and their function(s) 60
3. Use medical directional terms 61
4. Identify anatomical parts 62
5. Explain basic function of major anatomical parts 63
6. Identify pathogenic contamination process 64
7. Identify principle methods of preventing contamination 65
8. Identify the inflammatory infections and healing processes 66
9. Use reference resources 67
10. Describe main applications of data processing to medical practice 69
11. Identify the principles of basic pharmacology and drug administration 70
12. Identify common generic and brand name drug terminology 71
13. Identify component parts of medical/dental terms 72
14. Use symptom, diagnosis, operation, and treatment medical/dental terms 73
15. Use standard medical abbreviation(s) and symbol(s) 74

COMBINED PROFILE (Cont.)

PAGE

EXPECTED PERFORMANCE: III B PROFESSIONAL - PERSONAL MANAGEMENT

1. Maintain patient confidentiality 75
2. Show concern for patient feelings 76
3. Handle stress 77
4. Model professional personal appearance 78
5. Maintain effective working relationship(s) with co-worker(s) and doctor(s). 79

EXPECTED PERFORMANCE: III C PROFESSIONAL - PERSONNEL MANAGEMENT

1. Facilitate non-professional staffing 80
2. Conform to Human Rights Codes 81
3. Negotiate terms of employment 82
4. Recognize responsibilities and limitations in employer/employee relations 83

DENTAL RECEPTIONIST PROFILE

EXPECTED PERFORMANCE: I A CLERICAL - RECEPTION

1. Receive office visitors 87
3. Answer the telephone 88
4. Simultaneously receive people on the phone and in person 89
5. Relay verbal information 89
6. Make telephone calls 89
7. Process emergency phone calls 90
8. Handle on-site dental emergencies 91
9. Handle non-dental emergencies 92
10. Manage special needs patients 82
11. Comfort and manage children 93

PAGE

12. Provide patient education 93
13. Perform housekeeping duties 94
14. Maintain equipment 95
15. Store drugs and supplies 96
16. Process mail or deliveries 96
18. Prepare standard patient report and/or waiver forms 97
19. Operate business machines 97
20. Compose business correspondence 98

EXPECTED PERFORMANCE: 1 B CLERICAL - TIME MANAGEMENT

1. Organize work priorities 99
2. Schedule appointments 99
3. Maintain appointment system 100

EXPECTED PERFORMANCE: 1 C CLERICAL - RECORDS MANAGEMENT

1. Assist the dentist to develop or revise an office procedure manual 102
2. Perform office banking duties 103
3. Set up filing systems 103
4. Maintain filing system 106
5. Use dental annotation systems 108
6. Convert metric measurements 108
7. Manage the practice's library 108
8. Prepare a list of drugs and supplies needed to restore inventory 109
10. Manage non-medical/dental plan charges for professional services 109
11. Manage payroll 110

PAGE

EXPECTED PERFORMANCE: 1 D CLERICAL - TRANSCRIPTION/WORD PROCESSING

3. Transcribe handwritten reports 111

5. Transcribe dictated material onto preprinted forms 111

7. Simultaneously edit, correct and transcribe material 111

EXPECTED PERFORMANCE: III A PROFESSIONAL - MEDICAL/DENTAL KNOWLEDGE

3. Use medical directional terms 113

4. Identify anatomical parts 113

5. Explain basic function of major anatomical parts 113

9. Use reference resources 114

13. Identify component parts of medical/dental terms 114

15. Use standard medical/dental abbreviation(s) and symbol(s) . . . 114

EXPECTED PERFORMANCE: III B PROFESSIONAL - PERSONAL MANAGEMENT

1. Maintain patient confidentiality 115

2. Show concern for patient feelings 115

3. Handle stress 116

4. Model professional personal appearance 116

5. Maintain effective working relationship(s) with co-worker(s) and doctor(s) 117

EXPECTED PERFORMANCE: III C PROFESSIONAL - PERSONNEL MANAGEMENT

1. Facilitate non-professional staffing 118

2. Conform to Human Rights Codes 118

3. Negotiate terms of employment 119

4. Recognize responsibilities and limitations in employer/employee relations 119

HOSPITAL CLERICAL WORKER PROFILE*

PAGE

EXPECTED PERFORMANCE: 1A CLERICAL - RECEPTION

2. Receive hospital visitors 123
3. Answer the telephone 123
4. Simultaneously receive people on the phone and in person 124
5. Relay verbal information 124
6. Make telephone calls 125
7. Process emergency phone calls 126
8. Handle on-site medical emergencies 126
9. Handle non-medical/dental emergencies 127
11. Comfort and manage children 128
13. Perform housekeeping duties 128
15. Store drugs and supplies 129
16. Process mail or deliveries 129
17. Prepare requisitions for patient diagnostic procedures 130
19. Operate business machines 130

EXPECTED PERFORMANCE: 1B CLERICAL - TIME MANAGEMENT

1. Organize work priorities 131

EXPECTED PERFORMANCE: 1C CLERICAL - RECORDS MANAGEMENT

8. Prepare a list of drugs and supplies needed to restore inventory . 137

EXPECTED PERFORMANCE: II CLINICAL

1. Take and record vital signs, and height and weight 133

* Based solely on those expected performances of the project which appeared to have application to HCW training in the opinion of one Instructor (teaching the only Community College based HCW course offered in a B.C. hospital). No comprehensive task analysis, employer survey, DACUM, or other validation has been conducted for the Hospital Clerical Worker references.

PAGE

EXPECTED PERFORMANCE: III A PROFESSIONAL - MEDICAL/DENTAL KNOWLEDGE

1. Describe the major function(s) of each body system 134
4. Identify anatomical parts 134
8. Identify the inflammatory infections and healing processes 135
9. Use reference resources 135
12. Identify common generic and brand name drug terminology 136
13. Identify component parts of medical terms 136
14. Use symptom, diagnosis, operation, and treatment medical/dental terms 136
15. Use standard medical abbreviation(s) and symbol(s) 136

EXPECTED PERFORMANCE: III B PROFESSIONAL - PERSONAL MANAGEMENT

1. Maintain patient confidentiality 137
2. Show concern for patient feelings 137
3. Handle stress 138
4. Model professional personal appearance 138
5. Maintain effective working relationship(s) with co-worker(s) and doctor(s) 138

EXPECTED PERFORMANCE: III C PROFESSIONAL - PERSONNEL MANAGEMENT

2. Conform to Human Rights Codes 139
4. Recognize responsibilities and limitations in employer/employee relations 139

MEDICAL OFFICE ASSISTANT PROFILE

PAGE

EXPECTED PERFORMANCE: IA CLERICAL - RECEPTION

1. Receive office visitors 143
3. Answer the telephone 144
4. Simultaneously receive people on the phone and in person 145
5. Relay verbal information 145
6. Make telephone calls 145
7. Process emergency phone calls 146
8. Handle on-site medical emergencies 147
9. Handle non-medical emergencies 147
10. Manage special needs patients 148
11. Comfort and manage children 149
12. Provide patient education 149
13. Perform housekeeping duties 151
14. Maintain equipment 151
15. Store drugs and supplies 152
16. Process mail or deliveries 153
17. Prepare requisitions for patient diagnostic procedures 153
18. Prepare standard patient report and/or waiver forms 153
19. Operate business machines 154
20. Compose business correspondence 155

EXPECTED PERFORMANCE: CLERICAL - TIME MANAGEMENT

1. Organize work priorities 156
2. Schedule appointments 156
3. Maintain appointment system 157

MEDICAL OFFICE ASSISTANT PROFILE (cont.)

PAGE

EXPECTED PERFORMANCE: IC CLERICAL - RECORDS MANAGEMENT

1. Assist the doctor to develop or revise an office procedure manual . 159
2. Perform office banking duties 160
3. Set up filing systems 160
4. Maintain filing systems 163
6. Convert metric measurements 165
7. Manage the practice's library 165
8. Prepare a list of drugs and supplies needed to restore inventory . 165
9. Manage the Medical Plan account(s) 166
10. Manage non-medical/dental plan charges for professional services . 166
11. Manage payroll 167

EXPECTED PERFORMANCE: ID CLERICAL - TRANSCRIPTION/WORD PROCESSING

1. Clarify medical professionals' dictation techniques 168
2. Transcribe medical reports for which no pre-printed form exists . . 168
3. Transcribe handwritten reports. 168
5. Transcribe dictated material onto preprinted forms 169
7. Simultaneously edit, correct and transcribe material 169

EXPECTED PERFORMANCE: II CLINICAL

1. Take and record vital signs, and height and weight 170
2. Prepare trays and equipment for medical, surgical procedures . . . 170
3. Position and drape patient for basic and specific exams or procedures 171
4. Assist doctor with specific exams and procedures 172
5. Prepare specimens for external analysis 172
6. Perform a routine urinalysis 172
7. Perform a routine hemoglobin test 173

MEDICAL OFFICE ASSISTANT PROFILE (Cont.)

PAGE

EXPECTED PERFORMANCE: III A PROFESSIONAL - MEDICAL KNOWLEDGE

1. Describe the major function(s) of each body system 174
3. Use medical directional terms 174
4. Identify anatomical parts 175
5. Explain basic function of major anatomical parts 175
6. Identify pathogenic contamination process 176
7. Identify principle methods of preventing contamination 176
8. Identify the inflammatory infections and healing processes 177
9. Use reference resources 178
10. Describe main applications of data processing to medical practices . 178
11. Identify the principles of basic pharmacology and drug admin. . . . 178
12. Identify common generic and brand name drug terminology 179
13. Identify component parts of medical/dental terms 179
14. Use symptom, diagnosis, operation, and treatment medical/dental terms 180
15. Use standard medical abbreviation(s) and symbol(s) 180

EXPECTED PERFORMANCE: III B PROFESSIONAL - PERSONAL MANAGEMENT

1. Maintain patient confidentiality 181
2. Show concern for patient feelings 181
3. Handle stress 182
4. Model professional personal appearance 182
5. Maintain effective working relationship(s) with co-worker(s) and doctor(s) 183

EXPECTED PERFORMANCE: III C PROFESSIONAL - PERSONNEL MANAGEMENT

1. Facilitate non-professional staffing 184
2. Conform to Human Rights Codes 185
3. Negotiate terms of employment 185
4. Recognize responsibilities and limitations in employer/employee relations 186

MEDICAL STENOGRAPHER PROFILE

PAGE

EXPECTED PERFORMANCE: IC CLERICAL - RECORDS MANAGEMENT

6. Convert metric measurements 189

EXPECTED PERFORMANCE: ID CLERICAL - TRANSCRIPTION/WORD PROCESSING

1. Clarify medical professionals' dictation techniques 190
2. Transcribe medical reports for which no pre-printed forms exist . . 190
3. Transcribe handwritten reports 190
4. Identify common preprinted forms for dictated subject matter . . . 191
5. Transcribe dictated material onto preprinted forms 191
6. Transcribe at hospital production standard 191
7. Simultaneously edit, correct and transcribe material 192
8. Use a word processor 192

EXPECTED PERFORMANCE: III A PROFESSIONAL-MEDICAL KNOWLEDGE

1. Describe the major function(s) of each body system 193
2. Identify types of tissue and their function(s) 193
3. Use medical directional terms 194
4. Identify anatomical parts 194
5. Explain basic function of major anatomical parts 194
6. Identify pathogenic contamination process 195
8. Identify the inflammatory infections and healing processes 195
9. Use reference resources 196
11. Identify the principles of basic pharmacology and drug administration 196
12. Identify common generic and brand name drug terminology 196
13. Identify component parts of medical/dental terms 197
14. Use symptom, diagnosis, operation, and treatment medical/dental terms 197
15. Use standard medical abbreviation(s) and symbol(s). 197

PAGE

EXPECTED PERFORMANCE: III B PROFESSIONAL: PERSONAL MANAGEMENT

1. Maintain patient confidentiality 198

3. Handle stress 198

4. Model professional personal appearance 199

5. Maintain effective working relationship(s) with co-worker(s) and doctor(s) 199

EXPECTED PERFORMANCE: III C PROFESSIONAL: PERSONNEL MANAGEMENT

2. Conform to Human Rights Codes 200

3. Negotiate terms of employment 200

4. Recognize responsibilities and limitations in employer/ employee relations 201

BIBLIOGRAPHY 210

Combined Profile

COMBINED PROFILE

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 1 DR/MOA

Receive office visitors.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

In a practicum or simulated doctor's office the learner will be able to receive at least three visitors individually. Acceptable performance shall be measured by the documentation of each visitor's reception by a check list which includes at least each of these tasks performed to the satisfaction of the role-players under general supervision:

- was visitor welcomed
- was purpose of visit determined
- was visitor isolated from others in waiting area if symptoms displayed or purpose of visit indicated presence of a communicable disease (MOA)
- was appointment confirmed
- was arrival of caller documented
- was chart pulled, reviewed, or started
- was accuracy of medical/dental plan coverage confirmed, or alternate payment arrangements made for services not covered
- was address, telephone number and name on chart confirmed
- was chart made available for the doctor prior to patient contact
- if specimen required, was it courteously requested(MOA)
- was visitor informed of probable delay if doctor is off schedule

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

The learner will be able to receive at least three groups of at least two visitors at one time using the criteria outlined above.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 2 HCW

Receive hospital visitors.

INSTRUCTIONAL OBJECTIVE: 1 HCW

In a practicum or simulated hospital setting the learner will be able to receive at least three visitors individually. Acceptable performance shall be measured by the documentation of each visitor's reception by a check list which includes at least each of these tasks performed to the satisfaction of the role-players under general supervision:

- was visitor welcomed
- was visitor informed of hospital rules
- was visitor directed to the appropriate room
- were doctors and nurses located as requested by visitors

INSTRUCTIONAL OBJECTIVE: 2 HCW

The learner will be able to receive at least three groups of at least two visitors at one time using the criteria outlined above.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 3 DR/MOA

Answer the telephone.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

In a role-play, using tact, and a clear well modulated voice, the learner will be able to process at least three individual calls to a simulated doctor's office. Each call shall be recorded and then documented on a check list which includes at least the following elements:

- was medical/dental office identified by clinic or doctor's name
- how was purpose of call identified
- how was decision to take action made
- did call need to be referred directly to the doctor
- if so, was call referred directly to the doctor
- was appointment made or other authorized action taken
- if new patient appointment, was patient asked to bring needed billing information with them
- if new patient appointment, was patient's knowledge of office/clinic location confirmed
- was the action taken, or planned, communicated accurately to the caller
- was call recorded accurately
- was action taken recorded accurately

Acceptable performance shall be determined by the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

The learner will be able to process at least three sets of at least two calls at one time using the criteria of Instructional Objective No. 1 plus these additional indicators.

- was caller 'cut off' mechanically or verbally
- was any caller left unattended
- was the average number of telephone rings below four

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

The learner will be able to manage alternate answering or paging telephone service by receiving at least three simulated calls from either a mechanical or external answering service, using the criteria above.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 3 HCW

Answer the telephone. (cont'd)

INSTRUCTIONAL OBJECTIVE: 4 HCW

In a role-play, using tact, and a clear well modulated voice, the learner will process at least three individual calls to a simulated hospital ward. Each call shall be recorded and then documented on a check list which includes at least the following elements:

- was hospital ward or department identified
- how was purpose of call identified
- how was decision to take action made
- did call need to be referred directly to a doctor or hospital nurse
- if so, was call referred directly to a doctor or hospital nurse
- was other authorized action taken
- was action, taken or planned, communicated accurately to the caller
- was call recorded accurately
- was action taken recorded accurately
- did learner identify his or her position
- did learner deliver the telephone message to the appropriate unit personnel or patient

Acceptable performance shall be determined by the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 5 HCW

The learner will be able to process at least three sets of at least two calls at one time using the criteria above plus these additional indicators:

- was caller 'cut off' mechanically or verbally
- was caller left unattended
- was average number of telephone rings below four

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 4 DR/MOA/HCW

Simultaneously receive people on the telephone and in person.

INSTRUCTIONAL OBJECTIVE: DR/MOA/HCW

In a classroom setting, using tact, and a clear well modulated voice, the learner will be able to answer a series of at least three role-played or taped simulated calls while receiving one or more role-playing visitors to the simulated doctor's office or hospital ward.
Acceptable performance shall constitute both expected performance IA1 plus expected performance IA3 for DR/MOA or expected performance IA2 and IA4 for HCW.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 5 DR/MOA/HCW — Relay verbal information.

INSTRUCTIONAL OBJECTIVE: DR/MOA/HCW — In at least three simulated and recorded incidents the learner will be able to transmit a role-played patient's message to the doctor or hospital nurse without altering the content, message or emphasis as determined by all three role-players using a common check list.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 6 DR,/MOA/HCW

Make telephone calls.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

In a role-play, using a telephone system the learner will be able to make at least one each of the following calls to the satisfaction of the role-players and/or the instructor:

- Check with simulated answering service
- Make or change an appointment
- Make/place call for the doctor
- Make/place call for the doctor to a pharmacy
- Make/place a long distance call
- Arrange a consultation with a medical or dental specialist (see Section 10 MOA Handbook)
- Arrange hospital booking
- Arrange referral to community agency (such as C.A.R.S., Public Health, etc.)
- Arrange for pick up from dental laboratory (DR)
- Page doctor at hospital (MOA)

Each call must include the following elements:

- Identification of caller and person called
- Purpose of call, including any specific arrangements to be made
- Conclusion of business, including verification of information or specific arrangements
- Termination of call, including courteous closing remarks, such as, "thank you"

Each call shall be recorded using a checklist based on the guidelines on "Telephone Tips" outlined by B.C. Tel or in "Schwarzrook's Effective Dental Assisting", Pratt and Jensen, or equivalent text.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 6 HCW

Make telephone calls. (cont'd)

INSTRUCTIONAL OBJECTIVE: 2 HCW

In a role-play, using a telephone system the learner will be able to make at least one each of the following calls to the satisfaction of the role-players and/or the instructor:

- Page doctors and other hospital personnel through hospital paging system
- Check with simulated answering service
- Make or change an appointment
- Make/place call for the doctor
- Make/place a long distance call
- Arrange a consultation with a medical or dental specialist
- Arrange to transfer a patient to another health care facility
- Make/place a call to another hospital department/ward to elicit or relay information
- Contact attorney, barber, insurance agent or religious personnel on behalf of the patient

Each call must include the following elements:

- Identification of caller and person called
- Purpose of call, including any specific arrangements to be made
- Conclusion of business, including verification of information or specific arrangements
- Termination of call, including courteous closing remarks, such as, "thank you for calling".

Each call shall be recorded using a checklist based on the guidelines on "Telephone Tips" outlined by B.C. Tel or in Schwarzrook's "Effective Dental Assisting", Pratt and Jensen, or equivalent text.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 7 DR/MOA/HCW

Process emergency phone calls.

INSTRUCTIONAL OBJECTIVE: DR/MOA/HCW

In a role-play setting with an instructor or fellow student and with an instructor or fellow student observing, the learner will be able to process at least six emergency calls. Acceptable performance shall constitute each call and subsequent action steps recorded and measured against a checklist which includes at least the following:

- was voice always calm and well-modulated
- was enough information elicited to choose appropriate emergency resource(s)
- if poisoning suspected, was caller asked the name of suspected poisoning substance
- was telephone number of emergency resource(s) and/or emergency code(s) specific to the practice known to learner or found quickly
- were details recorded accurately
- did learner know how to contact doctor or appropriate hospital staff
- was call processed immediately

to the satisfaction of the role-players, the observers and/or the instructor.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 8 DR/MOA/HCW

Handle on-site medical/dental emergencies.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/HCW

The learner will be able to apply basic first aid. Acceptable performance shall constitute completion of a recognized basic first aid course such as the St. John's Ambulance Safety Oriented First Aid certificate, or the holding of an equivalent or higher currently valid certificate.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/HCW

In a simulated doctor's office or hospital ward (HCW) the learner will be able to handle at least three medical/dental emergencies. Acceptable performance shall constitute effective role-played utilization of the appropriate response as determined by observers and/or the instructor using check lists which include at least the following criteria:

- maintain calm manner
- tactfully handle persons inebriated by alcohol or chemical substances
- seek help from qualified person
- describe and record signs and symptoms of patient's illness or injury if necessary
- position patient in safe and comfortable position
- apply first aid, if necessary
- call poison control centre, if necessary
- arrange for hospital emergency room treatment
- explain doctor's unavailability to patients in reception room if necessary
- ensure maximum patient privacy

May use a simulated office/hospital procedure manual for reference.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 9 DR/MOA/HCW

Handle non-medical/dental emergencies.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/HCW

Given specific examples of on-site incidents pertaining to washrooms, fire, security, heating, air conditioning, plumbing, electrical and/or janitorial services, the learner will be able to classify all incidents requiring an emergency response, according to a simulated office or hospital procedure manual.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/HCW

Given several case vignettes portraying non-medical emergencies, the learner will be able to handle each case by role-playing the relevant emergency(s) or procedure(s) using a simulated office or hospital procedure manual, to the satisfaction of fellow role players and/or the instructor.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 10 DR/MOA

Manage special needs patients.

INSTRUCTIONAL OBJECTIVE: DR/MOA

In a practicum or taped role-play, the learner will be able to make special physical arrangements and/or special appointments for:

- a patient with restricted limb mobility
- a patient with a phobia
- a patient inebriated by alcohol or chemical substances
- a patient with no or limited English
- a patient who is blind or deaf
- a patient apparently developmentally delayed or presenting a speech impediment
- a very important person such as political or religious dignitary when security or diplomatic protocol is required
- a patient under escort

to the satisfaction of both role-player(s) and/or the instructor and using a checklist based on the written guidelines of community agencies serving the specific special need(s).

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 11 DR/MOA/HCW

Comfort and manage children.

INSTRUCTIONAL OBJECTIVE: DR/MOA/HCW

In a practicum in a doctor's office, in a pediatric ward, or in a child care setting, the learner will be able to comfort and manage one or more children both to the satisfaction of the child as demonstrated by volume of noise, and facial expression(s), and to the satisfaction of either the child's parent or guardian (if present) and/or others present, using a check list to assess at least each of the following indicators:

. tone of voice(s)
. learner's direct verbal instructions
. child's response to adult direction
. child's body movement, facial expression, and noise level

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 12 DR/MOA

Provide patient education.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

In a simulated doctor's office the learner will be able to give an appropriate educational pamphlet on cancer, heart disease, hygiene and/or oral hygiene to a patient according to the procedures in the office procedures manual, to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 2 DR

In a simulated dentist's office or practicum the learner will be able to give clear and concise pre or post operative information to patients presenting at least one of the following conditions: oral surgery, periodontics (gum disease), endodontics (root canal), orthodontics (braces), prosthodontics (crown and bridge), removable prosthodontics (dentures and partial denture). Acceptable performance shall constitute at least three role-played patient transactions measured against standards set by the practitioner's professional association, the office procedure manual, and/or the recommendations of the Community College Program Advisory Committee.

INSTRUCTIONAL OBJECTIVE: 3 MOA

The learner will provide patient information on pre and post operative procedures as in Instructional Objective 2 substituting at least four common medical procedures.

INSTRUCTIONAL OBJECTIVE: 4 DR/MOA

The learner will be able to provide information on community resources available which are pertinent to the patients needs. Successful completion shall constitute matching 10 conditions with the appropriate community resource(s). REFERENCE: Community Resource Book such as Directory of Service Greater Vancouver or equivalent.

INSTRUCTIONAL OBJECTIVE: 5 MOA

The learner will be able to explain specific specimen collection procedures to patients. Acceptable performance shall constitute the instruction or assistance of at least one 'patient' in a simulated office or practicum in the correct method of providing a sputum, feces, or urine specimen to the satisfaction of the role-players, observers, and/or instructors using a checklist based on Chapter 27 of Frederick and Kinn or equivalent text.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 12 DR/MOA

Provide patient education. (Cont'd)

INSTRUCTIONAL OBJECTIVE: 6 MOA

In a role-play or practicum, the learner will be able to provide information regarding the Medical Services Plan of B.C. Acceptable performance shall constitute providing answers to any patient's question regarding Medical Services Plan of B.C. covered in the MSP brochure "Medical Services Plan, a brief description of benefits" published by the Provincial Ministry of Health to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 7 DR

In a role-play or practicum, the learner will be able to provide information regarding at least three (MSA, CU & C and CASI) dental plans. Acceptable performance shall constitute the answering of at least three patient questions regarding Dental Plans to the level of detail found in each plan's informational brochure to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 8 MOA

The learner will be able to explain the danger of anaphylactic shock reaction to patients who receive allergy injections. Acceptable performance shall constitute at least three actual or role-played patients informed, assessed by using observers, role-players or the instructor using a checklist based on the Medical Assistants Handbook, Fredrick and Kinn or equivalent text.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 13 DR/MOA/HCW

Perform housekeeping duties.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/HCW

Using a practicum or photographs, slides, or video tape of a doctor's office (DR/MOA) or hospital ward/department (HCW) including:
- desk(s)
- reception area
- treatment room(s)
- laboratory and storage areas,

the learner will be able to identify all areas in need of housekeeping duty as defined by the procedure manual or the simulated office/hospital procedure manual to the satisfaction of observers, fellow role-players or the instructor.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/HCW

In a practicum or in a simulated doctor's office/hospital setting the learner will do housekeeping to ensure logical arrangement of the reception area as defined by the office/hospital procedure manual and/ or simulated procedure manual, to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

In a practicum or in a simulated doctor's office setting, the learner will manage external laundry service. Given at least one laundry invoice, and one laundry delivery the learner will count, check, store and file according to the office procedure manual to the satisfaction of observers, fellow role-players, and/or the instructor.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 14 DR/MOA

Maintain equipment.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

The learner will be able to determine the need for service or replacement of at least 5 pieces of equipment (presented by video tape, slides, photographs or actual items) according to Fredrick and Kinn, chapter 20, manufacturer's specifications, or equivalent guidelines.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

In a practicum or doctor's office, with the aid of the office procedure manual, the learner will be able to contact the appropriate maintenance service for at least 4 pieces of equipment to the satisfaction of observers, fellow role-players or the instructor, using a checklist which includes at least the following:

- did the learner verify the equipment needed maintenance
- was make, model number and other pertinent information found and used accurately
- did learner check for warranty coverage
- did learner check for service contract coverage
- did learner check time priority of service and record details of the service request

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

The learner will be able to maintain at least 2 pieces of equipment by lubricating, changing batteries or replacing any worn part according to manufacturer's specifications, or equivalent written guidelines.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 15 DR/MOA/HCW

Store drugs and supplies.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/HCW

In a simulated office the learner will be able to store ten drugs or medical supplies according to usage, classification, need for limited access, shelf life, and expiry date, according to the guidelines of chapter 20 of Fredrick and Kinn and/or a simulated office/hospital procedure manual.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/HCW

In a simulated doctor's office the learner will be able to store at least these office supplies:

- billing cards
- appointment cards
- lab requisitions
- W.C.B. or other standard patient report forms
- file folders

according to guidelines of the simulated office procedure manual.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 16 DR/MOA/HCW

Process mail or deliveries.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/HCW

In a practicum or simulated office or hospital setting, given a selection of incoming mail, the learner will be able to process mail according to office policy using a checklist based on the office or hospital procedures manual and assessing at least the following:

- was the mail sorted
- was the mail opened, stamped
- was the mail distributed promptly
- was the mail distributed to the proper place(s)
- was misdirected mail appropriately redirected

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/HCW

In a practicum or simulated office or hospital setting given a selection of at least 10 pieces of outgoing mail the learner will be able to process mail ensuring all post office or courier service requirements are met.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 17 MOA/HCW

Prepare requisitions for patient diagnostic procedures.

INSTRUCTIONAL OBJECTIVE: 1 MOA

The learner will be able to prepare at least five requisitions for diagnostic procedures done on patients including at least one E.C.G., one X-ray, one routine blood work, one Provincial Health lab and one Central Cytology lab requisition, providing all information required according to a check list based on external or internal facility requirements.

INSTRUCTIONAL OBJECTIVE: 2 HCW

The learner will be able to prepare at least five requisitions for diagnostic procedures done on patients including at least one E.C.G., one X-ray, one routine blood work, one Provincial Health lab and one Central Cytology lab requisition, providing all information required according to a check list based on internal hospital requirements.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 18 DR/MOA

Prepare standard patient report and/or waiver forms.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

In a simulated doctor's office the learner will be able to prepare standard forms such as Pre-Natal, W.C.B., D.V.A., Human Resources, I.C.B.C., Indian Affairs, Prepaid medical/dental forms using the correct external agency procedure(s) and to the level of completion specified by the office procedures manual (Forms and Clinical Procedures section).

INSTRUCTIONAL OBJECTIVE: 2 MOA

In a simulated doctor's office the learner will be able to prepare standard patient permission or waiver forms. Acceptable performance shall constitute at least one permission to release patient information and one medical liability (such as sterilization or abortion) form completed according to the office procedures manual.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

In a simulated doctor's office the learner will be able to prepare for signature at least three employment or insurance proof of medical/dental time loss forms from information on patients chart and/or from information supplied by patient and/or doctor according to guidelines supplied by the issuer of the form(s) or found in the office procedures manual.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 19
DR/MOA/HCW

Operate business machines.

INSTRUCTIONAL OBJECTIVE: 1
DR/MOA/MS

The learner will be able to operate business machines. In a simulated doctor's office the learner will be able to complete at least one task using each piece of at least the following equipment:

- calculator
- duplicating processors, copiers
- postage scale and meter
- telephone equipment (including telephone answering/recorder if any)
- transcription equipment
- keyboard (typewriter, word processor or computer terminal)

Acceptable performance shall be measured by at least two observers using checklists based on manufacturer's instructions.

INSTRUCTIONAL OBJECTIVE: 2
HCW

The learner will be able to operate business machines. In a simulated office the learner will be able to complete at least one task using each piece of at least the following equipment:

- calculator
- postage scale and meter
- transcription equipment

Acceptable performance shall be measured by at least two observers using check lists based on manufacturers instructions.

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: 20 DR/MOA

Compose business correspondence.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

The learner will compose at least one memo or letter with appropriately addressed envelope: ordering supplies, referring a patient, arranging an appointment, confirming an appointment (DR) and three types of request for payment for professional services following written or verbal instructions from the "doctor". Correspondence shall be in accord with the precedence book or office procedure manual of the simulated practice and/or the standard set by the Business Educator's Association.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

In a simulated doctor's office situation or case study, the learner will, without written or verbal instructions from the "doctor" recognize the need for and compose business correspondence as defined above.

I CLERICAL

B TIME MANAGEMENT

EXPECTED PERFORMANCE: 1 DR/MOA/HCW

Organize work priorities.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/HCW

In a classroom or simulated doctor's office/hospital ward/department (HCW) the learner will be able to identify at least 20 routine duties as being performed either daily, weekly, semi-monthly or monthly according to the office or hospital procedure manual, or as defined in Fredrick & Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/HCW

In a classroom or simulated doctor's office/hospital ward/department (HCW) the learner will be able to prepare a work schedule for a one month period using the duties identified in Instructional Objective No. 1 to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA/HCW

Given emergency and priority changes the learner will be able to reschedule the daily work schedule prepared in Instructional Objective 2 to accommodate the changes.

The revised schedule shall meet the criteria of the office or hospital (HCW) procedure manual.

I CLERICAL

B TIME MANAGEMENT

EXPECTED PERFORMANCE: 2 DR/MOA

Schedule appointments.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

Given examples of at least four types of office practice (including one solo practitioner, one group, and one specialist) the learner will select a different and appropriate appointment system for each practice using the guidelines of the Medical Office Assistant Handbook, Section 3 and/or Chapter 7 of Fredrick and Kinn or equivalent.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

Given a list of "patients" with their standard time units the learner will be able to schedule a minimum of 25 patient appointments using the Mardan appointment system or equivalent.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

In a role-play, the learner will schedule at least 50 appointments for a simulated doctor's office.

Acceptable performance shall be measured by a checklist based on guidelines in Chapter 7 of Fredrick and Kinn and/or Section 3 of the Medical Office Assistant Handbook and the office procedure manual and include at least the following elements:

. appointment cards
. doctor's personal commitments/preferences
. "walk-in" or "work-in" appointments
. cancellations by patient
. recall policy
. "fill-in" for empty time block
. cancellation by doctor
. financial responsibility (new patients)
. "no-show" policy
. pharmaceutical representatives

I CLERICAL

B TIME MANAGEMENT

EXPECTED PERFORMANCE: 3 DR/MOA

Maintain appointment system.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

Given a written exercise, based on a list of a simulated practice's standard time periods for common procedures, the learner will be able to determine the unit of time for at least each of twenty patient procedures including for DR: a MOD amalgam restoration, a frenectomy, a 3rd molar impacted extraction, or for MOA: an insurance company physical, a routine Pap smear, and an allergy injection without error, or to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

In a simulated doctor's office or practicum, given at least five patients presenting different needs, the learner will be able to calculate time required for the patient's appointment, to the satisfaction of the role-players, observers and/or the instructor using a check list based on the office procedure manual or guidelines of the Medical Office Assistant Handbook, Section 3, Chapter 7 of Fredrick and Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

In a simulated multi-doctor practice the learner will be able to role-play the booking of at least 50 patients using time units, and allowing the doctor time to see a salesman and one visiting doctor. Acceptable performance shall constitute satisfaction of the criteria outlined above.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 1 DR/MOA

Assist the doctor to develop or revise an office procedure manual.

INSTRUCTIONAL OBJECTIVE: DR/MOA

Over the length of the program, the learner will be able to create an office procedure manual for a simulated practice. Acceptable performance shall constitute by the end of the program, a manual which is comprehensive enough and well enough organized to be used by at least two students and/or an instructor to answer a minimum of four specific questions about the simulated practice in any of the following practices, policies or resource areas:

1. appointment system
2. answering service procedure
3. banking
4. billing
5. business correspondence
6. collection policy
7. emergency procedures
8. filing, including non-active filing, and patient re-call system(s)
9. forms and clinical procedures
10. hiring policies
11. hospital booking procedures
12. housekeeping guidelines
13. inventory, including drugs and supplies
14. location of office records and other reference material
15. mail and/or courier service guidelines
16. medical/dental periodical and reference library management
17. non-medical emergency procedures
18. ordering procedures to replace commonly used forms
19. patient referral procedure
20. payroll and fringe benefit policy
21. record keeping
22. renewal of prescriptions
23. schedule of periodic duties
24. source listing or educational pamphlets
25. statutory and non-statutory holidays
26. subscriptions
27. telephone log procedure

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 2 DR/MOA	Perform office banking duties.
INSTRUCTIONAL OBJECTIVE: 1 DR/MOA	In a simulated doctor's office or practicum, given a selection of cheque and cash payments, the learner will be able to prepare at least one bank deposit according to bank procedures and generally accepted accounting principles.
INSTRUCTIONAL OBJECTIVE: 2 DR/MOA	In a simulated doctor's office the learner will be able to reconcile a bank statement with monies deposited without error.
INSTRUCTIONAL OBJECTIVE: 3 DR/MOA	Given a specific "stop payment" request situation, the learner will be able to identify all standard procedures necessary to "stop payment".

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 3 DR/MOA

Set up filing systems.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

Given a selection of documents from a simulated practice including at least one example of:

- the daily journal
- financial records including payroll
- tax records
- medical briefs (MOA)
- research material
- patient history
- medical or dental reports
- correspondence from consulting doctors

the learner will be able to set up at least two filing systems cross-referenced to allow retrieval of any document within two and one half minutes. Acceptable performance shall also require participation in a class discussion of the choice between numeric, alphabetic by name, and alphabetic by name and color code filing systems.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

Drug and supply records

In a simulated doctor's office, the learner will be able to set up an inventory and control system for drugs and one for supplies; using either an order control card system or a bound book; and with a minimum of two errors.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

Financial records

The learner will be able to set up at least two of the following three financial recording systems:

. the single entry record of receipts and disbursements
. the double entry system by journalizing and posting entries to ledgers
. or the one-write system (such as Mardan) of posting financial records such as employee record cards, payroll register, pay cheques and employee statements

to generally acceptable accounting principles without error or to the standard of the College.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 3 DR/MOA

Set up filing systems. (CONTINUED)

INSTRUCTIONAL OBJECTIVE: 4 DR/MOA

Petty Cash

The learner will be able to set up a file system to record petty cash according to generally accepted accounting principles.

INSTRUCTIONAL OBJECTIVE: 5 DR/MOA

Telephone Log

In a simulated doctor's office, given a set of doctor preferences, the learner will be able to set up a system to record important details of incoming calls to accommodate all preferences according to the office procedure manual.

INSTRUCTIONAL OBJECTIVE: 6 DR/MOA

Date file for Medical/Dental Plan billing control

Given a minimum of 100 cards the learner will be able to set up a date file system for M.S.P./Dental plan duplicate billing cards. Acceptable performance shall constitute the retrieval of at least 6 of 100 filed cards within 2 minutes.

INSTRUCTIONAL OBJECTIVE: 7 MOA

Subject tabbed re-call file

Given at least 50 examples of patient Pap tests, pre-natal visits, and/or periodic injection records such as for immunization, the learner will be able to set up a re-call file for patients needing periodic treatment. Acceptable peformance shall be measured by retrieving a patient file within two minutes.

INSTRUCTIONAL OBJECTIVE: 8 DR/MOA

Payroll record

Given at least six TD1, TD4 and separation certificate documents, time sheets, and monthly tax remittance forms, the learner will be able to set up a payroll record file permitting retrieval of any current or past employee record within two minutes.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 3 DR/MOA

Set up filing systems. (CONTINUED)

INSTRUCTIONAL OBJECTIVE: 9 DR

Preventative Dental Recall file system

Given at least 20 patient records the learner will set up a recall system which ensures patient contact by phone and/or mail following the guidelines of the Office Procedures Manual. Acceptable performance shall constitute at least two students and/or the instructor being able to use the system.

INSTRUCTIONAL OBJECTIVE: 10 DR

Dental Lab Prescription file

In a dental office or simulated practice the learner will set up a carbon copy lab, prescription file permitting the status of any laboratory case to be determined within one minute.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 4 DR/MOA

Maintain filing systems.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

Patient record, financial record, general correspondence

In a simulated doctor's office the learner will be able to maintain filing systems. Acceptable performance shall constitute the maintenance of a simulated daily journal for at least two days, and retrievable filing of patient records, other financial records, general correspondence documents including at least two each of: laboratory reports, x-ray reports, supply invoices, cancelled cheques, transfers of a portion of redundant information from a family file, transfers of a "dead" file to the storage area for non-active files and the organizing of the content of at least two patient files.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

Drug and supply records

In a simulated doctor's office the learner will be able to maintain a file system on drug and supply records by documenting five additions and five withdrawals from inventory without error.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA

Financial records

The learner will be able to maintain financial records using at least two of:

- the single entry record of receipts and disbursements
- the double entry system by journalizing and posting entries to ledgers
- or the one-write system (e.g. Mardan) of posting financial records such as employee record cards, payroll register pay cheques and employee statements

Acceptable performance shall constitute the posting of at least fifty items according to generally acceptable accounting principles without error or to the standard of the College.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 4 DR/MOA

Maintain filing systems. (cont'd)

INSTRUCTIONAL OBJECTIVE: 5 DR/MOA

Telephone log

The learner will be able to maintain telephone log by recording important details of at least twenty scripted role-played telephone calls and compare his/her log to the scripted details to determine accuracy with a maximum of 2 errors.

INSTRUCTIONAL OBJECTIVE: 6 DR/MOA

Date file MSP/Dental plan billing control

The learner will be able to maintain a MSP/Dental plan duplicate card control file by comparing MSP/Dental plan computer print-outs with the office control file and taking action to resolve errors or omissions following procedures outlined by the plan and/or office procedures manual.

INSTRUCTIONAL OBJECTIVE: 7 MOA

Subject tabbed re-call file

The learner will be able to maintain periodic service such as the Pap test, and injection recall files. Acceptable performance shall constitute the set up and use of recall procedures of at least twenty patient records of a simulated practice using the office procedures manual without error or with a maximum of two corrected errors.

INSTRUCTIONAL OBJECTIVE: 8 DR/MOA

Payroll Records

The learner will be able to file at least a dozen incoming payroll documents in a simulated doctor's office according to the office procedure manual without error.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 4 DR/MOA

Maintain filing systems. (cont'd)

INSTRUCTIONAL OBJECTIVE: 9 DR

Preventative Dental recall system

In a simulated dentist's office given at least 30 patients the learner will:

- check for completion of treatment
- add patients whose treatment has been completed to the recall file
- contact by phone and/or mail those patients who require recall

without error or omission or to the standard of the College Advisory Board.

INSTRUCTIONAL OBJECTIVE: 10 DR

Dental lab prescription file

Given a sample of at least ten laboratory prescriptions including new cases, cases in progress, and completed cases the learner will up-date the lab prescription file so that lab delays can be indentified and either expedited or patient appointment changed, according to the office procedures manual and to the standard of the College.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 5 DR — Use dental annotation systems

INSTRUCTIONAL OBJECTIVE: DR — In a classroom setting or practicum the learner will be able to use dental annotation systems. Acceptable performance will constitute recording at least twelve dental findings using each of at least these three annotation systems, the Palmer, the 1-32 and the Universal system without error.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 6 DR/MOA/MS

Convert metric measurements.

INSTRUCTIONAL OBJECTIVE: DR/MOA/MS

Using conversion tables or conversion factors and a calculator the learner will be able to convert height, weight and volume measurements. Acceptable performance shall constitute at least twenty metric measurements converted to non-metric equivalents, and twenty non-metric measurements to their metric equivalent to the standard of the College.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 7 DR/MOA

Manage the practice's library

INSTRUCTIONAL OBJECTIVE: DR/MOA

In a practicum or simulated doctor's office, given at least two technical periodicals, directories, bulletins and/or government notices the learner will be able to manage a simulated Medical/Dental library following guidelines in the Office Procedures Manual to the satisfaction of observer(s), fellow students, and/or the instructor, using a checklist which includes at least the following:

- were non-medical/dental subscription periodicals ordered or renewed in accordance with office policy
- were medical/dental subscription periodicals filed, ordered or renewed in accordance with office policy
- were ammendments to manuals and government bulletins filed correctly after being seen by the doctor/dentist

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 8 DR/MOA/HCW

Prepare a list of drugs and supplies needed to restore inventory.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

In a simulated doctor's office given a list of at least 20 drugs, or supplies, the learner will be able to prepare purchase order(s) (if needed) for supplies and drugs according to the office procedure manual.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA

In a simulated doctor's office given a list of at least twenty office supplies, the learner will be able to prepare purchase order(s) (if needed) according to the office procedure manual.

INSTRUCTIONAL OBJECTIVE: 3 HCW

In a simulated hospital ward or department, given a list of at least twenty drugs or supplies, the learner will be able to prepare order forms for supplies and drugs according to hospital procedures.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 9 MOA	Manage the Medical Plan account(s).
INSTRUCTIONAL OBJECTIVE: 1 MOA	Given at least twenty-five simulated patient charts the learner will be able to select the appropriate medical plan billing procedure without error or to the standard of the College.
INSTRUCTIONAL OBJECTIVE: 2 MOA	In a simulated doctor(s) office, given at least 100 professional services performed, the learner will be able to complete MSP billing procedures according to the current "Guide to the Submission of Physician's Accounts for Insured Services" and "Payment Schedule".
INSTRUCTIONAL OBJECTIVE: 3 MOA	In a simulated doctor(s) office the learner will be able to complete at least twenty MSP referral cards for a selection of twelve specialities.
INSTRUCTIONAL OBJECTIVE: 4 MOA	In a simulated office practice, given a remittance statement from MSP, a code for rejected claims, and duplicate copies of at least 100 MSP cards, the learner will be able to process incorrect claims.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 10 DR/MOA

Manage non-medical/dental plan charges for professional services.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA

In a simulated doctor(s) office, the learner will be able to manage non-medical/dental plan charges for professional services. Acceptable performance shall constitute at least twenty simulated patient's accounts managed in accordance with the guidelines of the office procedure manual as determined by a check list which includes at least the following elements:

- was estimate of cost prepared for patient
- was patient payment plan documented
- was patient billed correctly
- if credit card used for payment was charge plan procedure followed (DR)
- were receipts issued
- were all fees paid and documented
- if necessary, was a telephone call, collection letter(s), or collection agency referral instigated
- were payment records accurate and organized to accordance with generally accepted accounting principles

INSTRUCTIONAL OBJECTIVE: 2 DR

In a simulated dental practice given at least six different dental plan forms the learner will complete necessary documentation according to plan guidelines without error or with a maximum of five corrected errors.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: 11 DR/MOA

Manage payroll

INSTRUCTIONAL OBJECTIVE: DR/MOA

The learner will be able to manage the payroll of a simulated doctor's office for a practice period from at least December to March, or a one month one-write payroll system. Acceptable performance shall constitute all paycheques; all TD1,TD4 and other tax forms; all C.E.I.C. separation certificates, and all non-statutory deduction records completed according to written government guidelines and/or the office procedures manual without error or with a minimum of five corrected errors.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 1 MOA/MS

Clarify medical professionals' dictation techniques.

INSTRUCTIONAL OBJECTIVES: MOA/MS

In a role-play, or practicum the learner will be able to clarify dictation techniques with 'doctors' by explaining the efficient use of one of the standard dictating machines to minimize transcription errors which might be caused by inefficient use of equipment using a checklist based on manufacturer's suggested guidelines.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 2 MOA/MS

Transcribe medical reports for which no pre-printed form exists.

INSTRUCTIONAL OBJECTIVE: MOA/MS

In a classroom or practicum the learner will be able to transcribe medical reports for which no pre-printed form exists.
Acceptable performance shall constitute the transcription of dictation from at least 12 specialities without error or with a maximum of five corrected errors per dictation.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 3 DR/MOA/MS

Transcribe handwritten reports.

INSTRUCTIONAL OBJECTIVE: DR/MOA/MS

In a simulated hospital setting, doctor's office or practicum, the learner will be able to transcribe handwritten reports of at least two handwritten lecture notes, two committee minutes, two letters, and two consultations. Acceptable performance shall constitute no errors or a maximum of two corrected errors per article.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 4 MS

Identify common preprinted forms for dictated subject matter.

INSTRUCTIONAL OBJECTIVE: MS

In a classroom or practicum given belts or tapes of dictation the learner will be able to select the appropriate form for a dictation of a History and Physical, Consultation, X-ray, Operative, Pathology, Discharge Summary, Expiration Summary/Autopsy to the standard set by the college and/or hospital.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 5 DR/MOA/MS

Transcribe dictated material onto preprinted forms.

INSTRUCTIONAL OBJECTIVE: DR/MOA/MS

In a practicum or classroom setting, from a minimum of ten samples of dictation or simulated dictation, the learner will use preprinted forms to transcribe dictated material onto the appropriate WCB, ICBC, hospital admission or other form. Acceptable performance shall be measured by comparison of the transcription tape to the completed preprinted form without error or with a maximum of five corrected errors per dictation, and no error in the selection of the appropriate form.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 6 MS — Transcribe a hospital production standard.

INSTRUCTIONAL OBJECTIVE: MS — The learner will be able to transcribe simulated medical dictation at a production level acceptable to the standard of the College or to a hospital or acceptable performance shall constitute a minimum of six samples of simulated dictation transcribed at a minimum rate of 120 net lines per hour based on a 70-space line and maximum penalty of one line per error in any given line. An error consists of incorrect spelling, punctuation, phraseology and vocabulary.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 7 DR/MOA/MS

Simultaneously edit, correct and transcribe material.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/MS

In a classroom setting the learner will be able to edit transcribed material by adjusting the phraseology and identifying discrepancies which require further clarification. Acceptable performance shall constitute a minimum of six samples of simulated dictation edited to the standard of the college instructor or the practicum supervisor, and/or with no errors as determined by comparison of the transcription tape to final copy adjusted to recorded clarification remarks made by the person who originated the dictation.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/MS

In a classroom setting or practicum the learner will be able to correct transcribed material using reference material or contacting the doctor directly to rectify incomprehensible dictation. Acceptable performance shall constitute a minimum of six simulated samples of dictation with incomprehensible words or phrases identified and corrected.

INSTRUCTIONAL OBJECTIVE: 3 DR/MOA/MS

In a classroom setting or practicum the learner will be able to simultaneously edit and transcribe dictated material.

Acceptable performance shall constitute a minimum of six samples of simulated dictation transcribed and simultaneously corrected for phraseology, and rectify discrepancies or incomprehensible dictation rectified to the satisfaction of the doctor or the general standard indicated by instructional objectives 1 and 2 above.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: 8 MS — Use a word processor.

INSTRUCTIONAL OBJECTIVE: MS — In a classroom setting or practicum the learner will be able to use a word processor to transcribe medical dictation. Acceptable performance shall constitute at least ten pages of dictation transcribed to hospital production standard outlined in expected performance No. ID6, or to the standard of the College or Course Advisory Board.

II CLINICAL

EXPECTED PERFORMANCE: 1 MOA/HCW	Take and record vital signs, and height and weight.
INSTRUCTIONAL OBJECTIVE: 1 MOA/HCW	The learner will be able to take and record vital signs. Acceptable performance shall constitute taking and recording the vital signs of at least two people (using fingers on wrist and a watch with a 2nd hand; stethoscope; a sphygmomanometer; an oral thermometer). Each reading must be consistent with two independent readings of each vital sign.
INSTRUCTIONAL OBJECTIVE: 2 MOA/HCW	The learner will be able to take and record the height and weight of at least one adult and one child with readings consistent with at least two independent readings of the same adult(s) or child(ren).

II CLINICAL

EXPECTED PERFORMANCE: 2 MOA

Prepare trays and equipment for medical, surgical procedures.

INSTRUCTIONAL OBJECTIVE: 1 MOA

In a practicum or simulated doctor's office setting the learner will be able to prepare trays for medical, surgical procedures using prepackaged sterile disposable instruments. Acceptable performance shall constitute the preparation of at least a minor surgery tray and pelvic tray to the standards of the doctor and/or a checklist based on section 26 of the Medical Office Assistant Handbook, Chapter 26 of Fredrick and Kinn, or equivalent.

INSTRUCTIONAL OBJECTIVE: 2 MOA

In a practicum or simulated doctor's office the learner will be able to prepare trays for medical/surgical procedures using instruments and supplies sterilized in the office using autoclave, boiling water (or chemical methods). Acceptable performance shall constitute at least a minor surgery tray and a pelvic tray prepared using instruments and supplies sterilized in the office to the standards of the doctor and/or a checklist based on Section 26 of the Medical Office Assistant Handbook, Chapter 26 of Fredrick and Kinn, or equivalent text.

INSTRUCTIONAL OBJECTIVE: 3 MOA

In a practicum or simulated doctor's office the learner will be able to, without reference, prepare medical/surgical trays using both prepackaged and office sterilized instruments and supplies. Acceptable performance shall constitute at least two trays and soft rubber goods such as a soft catheter; an instrument with hinges (e.g. hemostat); a sharp instrument (e.g. surgical scissors) and a cannister (e.g. cotton ball cannister) prepared to the doctor's satisfaction and/or a checklist based on the references in Instructional Objective No. 1.

II CLINICAL

EXPECTED PERFORMANCE: 3 MOA

Position and drape patient for basic and specific exams or procedures.

INSTRUCTIONAL OBJECTIVE: 1 MOA

The learner will be able to identify the correct position and draping procedures for basic and specific medical exams and procedures. Acceptable performance shall constitute the identification of each of at least seven positions for examinations and/or procedures and the appropriate draping for each position as measured by a written test based on Chapter 28 of Fredrick and Kinn or Section 25 of the Medical Office Assistant Handbook or equivalent text, to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2 MOA

In a simulated practice or practicum the learner will be able to position and drape patients for basic and specific medical exams and procedures. Acceptable performance shall constitute at least six patients positioned and draped in accordance with the patient's physical condition, age, probable level of shyness or modesty, and the examination or procedure to be performed to the satisfaction of the doctor and/or in accordance with the approached detailed in Chapter 28 of Fredrick and Kinn, or Section 25 of the Medical Office Assistant Handbook or equivalent text.

II CLINICAL

EXPECTED PERFORMANCE: 4 MOA

Assist doctor with specific exams and procedures.

INSTRUCTONAL OBJECTIVE: MOA

In a role-play the learner will be able to assist the doctor with specific exams and procedures by anticipating or responding to the doctor(s) request for instruments and supplies. Acceptable performance shall constitute the learner assisting the doctor in at least two common exams or procedures such as a change of sterile dressing, and holding a child for an injection, to the satisfaction of the role-players and measured against a check list based on Fredrick and Kinn Chapter 31 or equivalent text.

II CLINICAL

EXPECTED PERFORMANCE: 5 MOA

Prepare specimens for external analysis.

INSTRUCTONAL OBJECTIVE: MOA

The learner will be able to prepare specimens for external analysis. Under supervision, in a practicum or a simulated clinical setting, the learner shall place in suitable containers and label with patient's name, at least one specimen or simulated specimen of a tissue biopsy, sputum, feces, urine, blood and bacteriological swab, and add preservatives if necessary, to the satisfaction of the doctor and/or using a checklist based on written laboratory guidelines or Chapter 27 or Fredrick and Kinn or equivalent.

II CLINICAL

EXPECTED PERFORMANCE: MOA	6	Perform a routine urinalysis.
INSTRUCTIONAL OBJECTIVE: MOA	1	In a simulated doctor's office given at least one urine specimen and a bottle of N. Multistix the learner must match the stix to the colour seal on the bottle at the appropriate time interval, and then record the results. The learner's results must be within 15% of three independent results of the same specimen.
INSTRUCTIONAL OBJECTIVE: MOA	2	In a simulated doctor's office given at least one urine specimen for pregnancy testing the learner will use the Pregnosticone, the Demco or the Brevendex U.C.G., or other recognized brand to determine possible pregnancy. Acceptance performance shall constitute results consistent with two independent tests of the same urine.

II CLINICAL

EXPECTED PERFORMANCE: 7 MOA

Perform a routine hemoglobin test

INSTRUCTIONAL OBJECTIVE: 1 MOA

Using a sterile lancet, a hemolysis applicator, an alcohol swab, a hemoglobinometer the learner will perform at least two skin prick hemoglobin tests. Acceptable performance shall constitute no more than a 15% variation of measurement from three independent tests of the same blood and a procedure checklist based on "Clinical Procedures for Medical Assistants" by Bonewit or "The Medical Office Assistant" by Frederick and Kinn.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: 1
MOA/MS/HCW

Describe the major function(s) of each body system.

INSTRUCTIONAL OBJECTIVE: 1
MOA/MS/HCW

The learner will be able to, without error or omission, describe the major function(s) of each body system to the level of complexity found in a simplified text such as Hopkin's "Atlas of Human Functional Anatomy", "Basic Human Anatomy and Physiology's" by Dienhart or Principles of Anatomy and Physiology (2nd Edition) by Tortora and Anagnostakos. Acceptable performance shall constitute completion of a written examination based on the text(s) currently used by the instructor to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2
MOA/MS/HCW

The learner will be able to, without error or omission, describe the major function(s) of each body system in relation to the body as a whole to the level of complexity found in a simplified text such as Hopkin's "Atlas of Human Functional Anatomy", or "Basic Human Anatomy and Physiology" by Dienhart or "Principles of Anatomy and Physiology" (2nd Edition) by Tortora and Aragnostakos. Acceptable performance shall constitute completion of an examination based on the text(s) currently used by the instructor.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: 2 MS

Identify types of tissue and their function(s).

INSTRUCTIONAL OBJECTIVE: MS

Given a timed completion type test based on a standard basic text at the level of complexity found in "Basic Human Anatomy and Physiology" by Dienhart, "Structure and Function in Man" by Jacob and Francone, "Atlas of Human Functional Anatomy" by John Hopkins, or "Principles of Anatomy and Physiology" by Tortora and Anagnostakos, the learner will be able to identify without error the four major types of tissue and their function(s), using appropriate medical terminology.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: 3 DR/MOA/MS

Use medical directional terms.

INSTRUCTIONAL OBJECTIVE: DR/MOA/MS

Given numbered anatomical diagram(s) the learner will be able to use directional terms (quadrants, planes, and relative position of body cavities) to describe the relative position of at least fifty body parts, and how they relate to the body as a whole according to Chapter 27-28 of Fredrick and Kinn or any standard text, without error or to the standard of the College.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: 4
DR/MOA/MS/HCW

Identify anatomical parts

INSTRUCTIONAL OBJECTIVE: 1
MOA/HCW/MS

The learner will be able to identify all anatomical parts found in the Medical Office Assistant's Handbook Section 29 (MOA), "Structure and Function of the Body" by Anthony (MS) (or an equivalent basic list approved by the College) without error. Acceptable performance shall constitute identification of actual body parts, models, numbered anatomical diagram(s), or photograph(s) given in a timed written examination of at least fifty questions MOA (or 100 MS).

INSTRUCTIONAL OBJECTIVE: 2
DR

In a timed written examination based on tooth surfaces and the oral cavity as found in Collin's "The Dental Assistant", the learner will be able to identify the oral cavity anatomical parts by labeling diagrams of the oral cavity and tooth surfaces without error, or to the standard of the College.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: 5 DR/MOA/MS

Explain basic function of major anatomical parts.

INSTRUCTIONAL OBJECTIVE: DR/MOA/MS

Given a multiple choice test the learner will be able to explain the basic function of at least fifteen anatomical parts according to the standard text(s) currently used by the College such as "The Human Body in Health and Disease" by Memmler/Wood, with no more than a 35% error rate or to the standard of the College.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: DISEASE PROCESS

EXPECTED PERFORMANCE: 6 MOA/MS	Identify pathogenic contamination process.
INSTRUCTIONAL OBJECTIVE: 1 MOA/MS	In a practicum, a role-play and/or on a written test illustrating patients presenting possible pathogenic disease, the learner will identify the pathogenic contamination process. Acceptable performance shall be measured by the documentation of correct recognition by role-players using a check list or by a written test based on the common communicable diseases and their principal methods of transfer described to the level of complexity found in Tortcra & Anagnostakos, Frederick and Kinn Chapter 22 or equivalent text(s).
INSTRUCTIONAL OBJECTIVE: 2 MOA	Given a written examination based on the most common communicable diseases, their immunization schedule and the Public Health Act, the learner will identify measures commonly used to prevent pathogenic contamination. Acceptable performance shall constitute no more than three errors or to the standard of the College.
INSTRUCTIONAL OBJECTIVE: 3 MS	Given at least fifty common terms found in Provincial Health Statutes, the learner will be able to describe or match lay terms with medical descriptors without error or to the Standard of the College or Course Advisory Board.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: DISEASE PROCESS

EXPECTED PERFORMANCE: 7 MOA

Identify principle methods of preventing contamination.

INSTRUCTIONAL OBJECTIVE: MOA

In a practicum or simulated office setting the learner will identify at least twenty examples of cleanliness, asepsis and sterile techniques without error, according to guidelines found in "Clinical Procedures for Medical Assistants" by Bonewit, "Frederick and Kinn", and/or the M.O.A. Handbook without error.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: DISEASE PROCESS

EXPECTED PERFORMANCE: IIIA 8 MOA 7

Identify the inflammatory infections and healing processes.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum and/or written test the learner will be able to identify orally and in writing at least twenty symptoms specific to the inflammatory response, infectious process or healing process, as illustrated by patients or by coloured photograph to the level of complexity of a basic text such as the Workers' Compensation Board First Aid Manual or equivalent.

INSTRUCTIONAL OBJECTIVE: 2

Using medical descriptors the learner will be able to state all four basic signs and/or symptoms of the inflammatory process as defined in the Workers' Compensation Board First Aid Manual or equivalent without error.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 9
DR/MOA/MS/HCW

Use reference resources.

INSTRUCTIONAL OBJECTIVE: 1
DR

In a practicum or simulated dentist's office the learner will be able to use appropriate reference sources when performing office or patient procedures. Acceptable performance shall constitute the selection and correct use of at least the following reference resources at least once in actual or role-played problem solving situations to the satisfaction of observers, fellow role-players, and/or the instructor using check lists:

-English and Dental/Medical Dictionaries
-Thesaurus
-Telephone and College of Dental Surgeons Directories
-College of Dental Surgeons Manual including the Fee Guide, the Dental Code of Ethics, and Jurisprudence sections.
-Office Procedures Manual or simulated manual

INSTRUCTIONAL OBJECTIVE: 2
MOA

In a practicum or simulated doctor's office the learner will be able to use appropriate reference sources when performing office or patient procedures. Acceptable performance shall constitute the selection and correct use of at least the following reference resources at least once in actual or role-played problem solving situations to the satisfaction of observers, fellow role-players and/or the instructor using check lists:

-English and Medical Dictionaries
-Telephone and B.C./Canadian Physician Directories
-Drug book (CPS)
-B.C. Medical Journal
-Guide to the submission of Physicians Accounts for Insured Services (MSP), and Relative Value Guide to Fees
-B.C. Medical Services Act and Regulations
-Workers' Compensation Board Guide to Services
-Office Procedures Manual or simulated manual
- Medical Services Commission Diagnostic Numeric Code Index

continued

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 9 DR/MOA/MS/HCW

Use reference resources (Cont'd)

INSTRUCTIONAL OBJECTIVE: 3 MS

Given at least 20 actual or simulated examples of dictation requiring clarification such as garbled dictation, transcription requiring proofreading etc., the learner will be able to use reference resources quickly and accurately. Acceptable performance shall constitute at least one use of each of the following resources to the satisfaction of observers and/or the instructor:

-English and Medical Dictionaries
-Drug Book (C.P.S.)
-Thesaurus
-Telephone and B.C./Canadian Physician Directories
-Syllabus for the Surgeons Secretary
-Hospital Policy and Procedure Manual
-Hospital telephone directory

INSTRUCTIONAL OBJECTIVE: 4 HCW

In a practicum or simulated hospital setting, the learner will be able to use appropriate reference sources when performing office or patient procedures. Acceptable performance shall constitute the selection and correct use of at least the following reference resource to the satisfaction of observers, fellow role-players, and/or the instructor using check lists:

-English and Medical Dictionaries
-Drug book (CPS)
-Laboratory Manual
-X-ray Manual
-Hospital (or simulated hospital) Policy Manual
-Charting Manual
-Respiratory Technology Manual
-Diet Manual

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 10 MOA	Describe main applications of data processing to medical practice.
INSTRUCTIONAL OBJECTIVE: 1 MOA	In a group setting the learner will be able to describe the main applications of data processing to medical practice (such as medical and financial records, diagnostic screening) according to the standard of the College and/or the recommendations of the Course Advisory Board.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 11 MOA/MS	Identify the principles of basic pharmacology and drug administration.
INSTRUCTIONAL OBJECTIVE: 1 MOA/MS	Given at least forty examples of drugs in each of at least twenty classifications, the learner will identify their actions to the level of complexity found in the MOA Handbook or equivalent text, without error.
INSTRUCTIONAL OBJECTIVE: 2 MOA	Given a list of at least twenty situations requiring the use of drugs, the learner will be able to identify the appropriate routes of drug administration, as found in "Frederick and Kinn" or equivalent text with no more than 20% error, or to the standard of the College or Course Advisory Board.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 12 MOA/HCW

Identify common generic and brand name drug terminology.

INSTRUCTIONAL OBJECTIVE: 1 MOA/HCW/MS

Given a list of at least fifty common pharmaceutical products the learner will be able to identify each by category (antibiotic, analgesic, antacid, minor tranquilizer/sedative, barbiturate, corticosteroid, decongestant, narcotic or contraceptive) and differentiate generic from brand name. Acceptable performance shall constitute no errors or a maximum of five corrected errors on a timed open book examination based on D.L. Smith's Medication Guide, Tortora and Anagstakos, or equivalent text.

INSTRUCTIONAL OBJECTIVE: 2 MOA/MS

Given medical transcription containing at least (25 MOA) 100 common pharmaceutical products the learner will check and correct the spelling and/or usage of the product as dictated, using an approved reference such as the C.P.S or equivalent. Acceptable performance shall constitute no errors or to the standard of the College.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 13
DR/MOA/MS/HCW

Identify component parts of medical/dental terms.

INSTRUCTIONAL OBJECTIVE:
DR/MOA/MS/HCW

Given at least fifty (200 MS) commonly used medical/dental terms the learner will be able to explain their roots or stems, prefixes and suffixes without error or with a maximum of three corrected errors using a standard medical/dental reference such as Taber's Encylopedia.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 14 MOA/MS/HCW	Use symptom, diagnosis, operation, and treatment medical/dental terms.
INSTRUCTIONAL OBJECTIVE: 1 MOA/HCW	Given an oral and/or a written test of at least 200 terms and definitions based on Sister Frennay's "Understanding Medical Terminology" or equivalent texts, the learner will be able to use symptom, diagnosis, operation and treatment terminology without error or with a maximum of 10 corrected errors.
INSTRUCTIONAL OBJECTIVE: 2 MS	Given a written test or transcription test of at least 400 terms and definitions based on Sister Frennay's "Understanding Medical Terminology: or equivalent texts, the learner will use each term as it relates to the Anatomy and Physiology and Medical Transcription without error or with a maximum of 10 corrected errors.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: 15 DR/MOA/MS/HCW	Use standard medical/dental abbreviation(s) and symbol(s).
INSTRUCTIONAL OBJECTIVE: DR/MOA/MS/HCW	Given a list of at least 50 (100 for MS) abbreviations and symbols commonly used in patient histories, dental charts, pharmacy requests or medical/dental transcription, the learner will be able to state or list the full word or words they represent according to the standard medical dictionary or text(s) used by the College, within the error rate established by the College or the Course Advisory Board.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: 1 DR/MOA/MS/HCW

Maintain patient confidentiality.

INSTRUCTIONAL OBJECTIVE: DR/MOA/MS/HCW

In a simulated doctor's office, hospital ward or department, or in a practicum, the learner will be able to maintain patient confidentiality by excluding access to patient records from unauthorized persons. Acceptable performance shall constitute at least five role-plays measured by a checklist which includes at least the following criteria:

- no patient records left in view unattended
- all enquiries regarding patient file were answered in accordance with the Canadian Medical Association Code of Ethics or the Dental Act and Code of Ethics
- all inquiries regarding patient answered in accordance with the simulated (or actual) office procedure manual or equivalent hospital regulation(s)
- all patient records kept for the statutory time periods

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: 2 DR/MOA/HCW

Show concern for patient feelings.

INSTRUCTIONAL OBJECTIVE: DR/MOA/HCW

In a role-play consisting of an observer, instructor and a "patient", the learner will be able to show concern for the "patient's" feelings. In a review of the role-play by discussion and/or video tape replay, the interpretation of the patient's feelings and the patient's understanding of the learner's empathy shall seem appropriate to all participants. Participants may measure performance using a checklist including:

- were events or responses described without placing value judgment
- did learner clarify "patient's" communication by paraphrasing
- did learner give undivided attention to "patient" by maintaining eye contact
- did learner perform other tasks
- did learner give evidence of hearing and understanding through active listening and/or body language.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: 3 DR/MOA/MS/HCW

Handle stress.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/HCW

In at least five recorded role-played situations the learner will be able to remain calm under stress to the satisfaction of observers, role-players and/or the instructor. Sample stress situations may include:

- contact with the patient, who is unaware of a terminal diagnosis
- maintaining normal working relation with patient during the transitional period of serious illness
- attending medical emergencies

INSTRUCTIONAL OBJECTIVE: 2 MS

In a practicum of at least five recorded role-played situations the learner will remain under the stress of dealing with production to the satisfaction of observers, role-players and/or the instructor.
Sample stress situations may include:

- equipment failure
- misfiled dictation
- mislabeled dictation
- duplicated dictation of case history on different belts.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: 4 DR/MOA/MS/HCW	Model professional personal appearance.
INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/MS/HCW	During the program the learner will be able to model personal appearance, hygiene and grooming to expected professional standards. Acceptable performance shall constitute a check list completed by at least two students based upon standards of personal appearance, hygiene, oral hygiene, and grooming recommended by the Community College Advisory Board for the program.
INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/MS/HCW	In group discussion the learner will be able to consider the legal and psychological implications of his/her working clothing. Acceptable performance shall constitute active participation.
INSTRUCTIONAL OBJECTIVE: 3 DR	In group discussion the learner will be able to differentiate personal attitude and/or moral position from the responsibilities to society, to the patient, and to the profession as defined by the rules and regulations of the Dental Act.
INSTRUCTIONAL OBJECTIVE: 4 MOA	In group discussion the learner will be able to differentiate personal attitude and/or moral positon from the responsibilities to society, to the patient, and to the medical profession as defined by the Canadian Medical Association Code of Ethics.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: 5 DR/MOA/MS/HCW	Maintain effective working relationship(s) with co-worker(s) and doctor(s).
INSTRUCTIONAL OBJECTIVE: 1 DR/MOA	In a simulated doctor's office the learner will be able to maintain effective working relationship with co-worker's and doctors by handling three office incidents including at least a request for overtime with little or no notice, an unexplained absence of a staff member, and a basic difference of opinion. Acceptable performance shall constitute agreement by fellow role-players, observers, or the instructor using a checklist for determining that an effective working relationship was maintained.
INSTRUCTIONAL OBJECTIVE: 2 MS/HCW	In a simulated hospital ward or department the learner will be able to maintain effective working relationship(s) with co-worker(s) and doctor(s) by handling at least three ward or department 'incidents' in such a way that effective working relation(s) were maintained to the satisfaction of fellow role-players, observer, and/or the instructor using a checklist for determining that an effective working relationship was maintained.
INSTRUCTIONAL OBJECTIVE: 3 DR/MOA	In group discussion the learner will be able to identify legal and psychological implications of working when health problems would interfere with expected work performance. Acceptable performance shall constitute active participation.

III PROFESSIONAL

C PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE: 1 DR/MOA

Facilitate non-professional staffing.

INSTRUCTIONAL OBJECTIVE: DR/MOA

In a practicum or simulated doctor's office, given at least two sets of circumstances potentially solved by the hiring of additional or replacement support staff the learner will facilitate sound personnel management to the satisfaction of the doctor/clinic manager, an observer, and/or the instructor and fellow role players, using a checklist based on the office or simulated office procedures manual which includes at least the following:

- how was doctor or clinic manager informed of anticipated need for additional staff to maintain clerical/clinical support
- how was doctor or clinic manager informed of anticipated need for replacement of existing staff
- how were specific job duties and conditions of employment determined
- how were specific job requirements for use at screening interviews recorded

If need for additional or replacement staff is confirmed and initial staffing action delegated to MOA or DR, how did he or she:

- screen additional or replacement staff who "walked" or respond to "grapevine" or to other more specific job hunting techniques
- prepare short list of candidates with evaluated resumes or application forms for doctor's approval
- contact candidates with offer of employment or job interview with doctor
- maintain working contact with normal sources of employees

III PROFESSIONAL

C PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE: 2 DR/MOA/MS/HCW

Conform to Human Rights Codes.

INSTRUCTIONAL OBJECTIVE: DR/MOA/MS/HCW

Given a written exam consisting of case vignettes of doctor's office or hospital related illustrations of areas possibly covered by the Human Rights Codes of Canada and British Columbia, the learner will be able to (without reference) identify actions which conform to the code. Acceptable performance shall constitute no more than three errors on at least 10 case vignettes, or the standard of the College.

III PROFESSIONAL

C PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE 3 DR/MOA/MS	Negotiate terms of employment.
INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/MS	In a simulated doctor's office the learner will be able to negotiate a common law (verbal) contract. Acceptable performance shall constitute the negotiation of at least three terms or conditions of employment to the satisfaction of both parties.
INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/MS	In a simulated office setting the learner will be able to negotiate a written contract covering at least three terms or conditions of employment with an "employer" using verbal and written references (such as an office procedure manual) to create a written employment contract to the satisfaction of both parties.
INSTRUCTIONAL OBJECTIVE: 3 DR/MOA/MS	In a simulated office setting the learner will be able to negotiate at least one term or condition of employment with an "employer" within the terms of the simulated collective bargaining agreement currently in effect for the clinic/hospital to the satisfaction of both parties.

III PROFESSIONAL

C PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE 4: DR/MOA/MS/HCW

Recognize responsibilities and limitations in employer/employee relations.

INSTRUCTIONAL OBJECTIVE: 1 DR/MOA/MS/HCW

Given at least a 50 item written examination on Provincial and Federal Legislation concerning the learner's own occupation, the learner will be able to identify responsibilities and limitations in employer/employee relations consistent with relevant legal and ethical standards.

INSTRUCTIONAL OBJECTIVE: 2 DR/MOA/MS/HCW

Given a typical payroll deduction record of a simulated doctor's office or hospital the learner will be able to explain all deductions in terms of the legal and or optional responsibilities of the employer and employee, as defined by Federal or Provincial Legislation.

Dental Receptionist Profile

DENTAL RECEPTIONIST PROFILE

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: IA 1 Receive office visitors.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum or simulated dentist's office the learner will be able to receive at least ten visitors individually. Acceptable performance shall be measured by the documentation of each visitor's reception by a check list which includes at least each of these tasks performed to the satisfaction of the role-players under general supervision:

- was visitor welcomed
- was purpose of visit determined
- was appointment confirmed
- was arrival of caller documented
- was chart pulled or started
- was accuracy of dental plan coverage confirmed, or alternate payment arrangements made for services not covered
- was address, telephone number and name on chart confirmed
- was chart made available for the dentist prior to patient contact
- was visitor informed of probable delay if dentist is off schedule
- was the patient shown to the waiting area courteously

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to receive at least three groups of at least two visitors at one time using the criteria outlined above.

EXPECTED PERFORMANCE: IA 3
DR 2

Answer the telephone.

INSTRUCTIONAL OBJECTIVE: 1

In a role-play, using tact and a clear well modulated voice, the learner will be able to process at least three individual calls to a simulated dentist's office. Each call shall be recorded and then documented on a check list which includes at least the following elements:

- was dental office identified by clinic or dentist's name
- how was purpose of call identified
- how was decision to take action made
- did call need to be referred directly to the dentist
- if so, was call referred directly to the dentist
- was appointment made or other authorized action taken
- if new patient appointment, was patient asked to bring needed billing information with them
- if new patient appointment, was patient's knowledge of office/clinic location confirmed
- was the action taken, or planned, communicated accurately to the caller
- was call recorded accurately
- was action taken recorded accurately

Acceptable performance shall be determined by the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to process at least three sets of at least two calls at one time using the criteria of Instructional Objective No. 1 plus these additional indicators.

- was caller 'cut off' mechanically or verbally
- was any caller left unattended
- was the average number of telephone rings below four

INSTRUCTIONAL OBJECTIVE: 3

The learner will be able to manage alternate answering or paging telephone service by receiving at least three simulated calls from either a mechanical or external answering service, using the criteria above.

EXPECTED PERFORMANCE: IA 4

Simultaneously receive people on the telephone and in DR 3 person.

INSTRUCTIONAL OBJECTIVE:

In a classroom setting, using tact, a clear well modulated voice, the learner will be able to answer a series of at least three role-played or taped simulated calls while receiving one or more role-playing visitors to the simulated dentist's office.
Acceptable performance shall constitute both expected performance IA1 plus expected performance IA3.

EXPECTED PERFORMANCE: IA 5
DR 4

Relay verbal information.

INSTRUCTIONAL OBJECTIVE:

In at least three simulated and recorded incidents the learner will be able to transmit a role-played patient's message to the dentist without altering the content, message or emphasis as determined by all three role-players using a common check list.

EXPECTED PERFORMANCE: IA 6
DR 5

Make telephone calls.

INSTRUCTIONAL OBJECTIVE:

In a role-play, using a telephone system the learner will be able to make at least one each of the following calls to the satisfaction of the role-players and/or the instructor:

- Check with simulated answering service
- Make or change an appointment
- Make/place call for the dentist
- Make/place call for the dentist to a pharmacy
- Make/place a long distance call
- Arrange a consultation with a medical or dental specialist (see Section 10 MOA Handbook)
- Arrange hospital booking
- Arrange referral to community agency (such as Public Health, etc.)
- Arrange for pick up from dental laboratory

continued

EXPECTED PERFORMANCE: IA 6 DR 5

Make telephone calls (continued)

INSTRUCTIONAL OBJECTIVE:

Each call must include the following elements:

- Identification of caller and person called
- Purpose of call, including any specific arrangements to be made
- Conclusion of business, including verification of information or specific arrangements
- Termination of call, including courteous closing remarks, such as, "thank you"

Each call shall be recorded using a checklist based on the guidelines on "Telephone Tips" outlined by B.C. Tel or in "Schwarzrook's Effective Dental Assisting", Pratt and Jensen, or equivalent text.

EXPECTED PERFORMANCE: IA 7 DR 6

Process emergency phone calls.

INSTRUCTIONAL OBJECTIVE:

In a role-play setting with an instructor or fellow student and with an instructor or fellow student observing, the learner will able to process at least six emergency calls. Acceptable performance shall constitute each call and subsequent action steps recorded and measured against a checklist which includes at least the following:

- was voice always calm and well-modulated
- was enough information elicited to choose appropriate emergency resource(s)
- was telephone number of emergency resource(s) and/or emergency code(s) specific to the practice known to learner or found quickly
- were details recorded accurately
- did learner know how to contact dentist or appropriate hospital staff
- was call processed immediately

to the satisfaction of the role-players, the observers and/or the instructor.

EXPECTED PERFORMANCE: IA 8 DR 7

Handle on-site dental emergencies.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to apply basic first aid. Acceptable performance shall constitute completion of a recognized basic first aid course such as the St. John's Ambulance Safety Oriented First Aid certificate, or the holding of an equivalent or higher currently valid certificate.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated dentist's office the learner will be able to handle at least three dental emergencies. Acceptable performance shall constitute effective role-played utilization of the appropriate response as determined by observers and/or the instructor using check lists which include at least the following criteria:

- maintain calm manner
- tactfully handle persons inebriated by alcohol or chemical substances
- seek help from qualified person
- describe and record signs and symptoms of patient's illness or injury if necessary
- position patient in safe and comfortable position
- apply first aid, if necessary
- call poison control centre, if necessary
- arrange for hospital emergency room treatment
- explain dentist's unavailability to patients in reception room if necessary
- ensure maximum patient privacy

May use a simulated office hospital procedure manual for reference.

EXPECTED PERFORMANCE: IA 9
DR 8

Handle non-dental emergencies.

INSTRUCTIONAL OBJECTIVE: 1

Given specific examples of on-site incidents pertaining to washrooms, fire, security, heating, air conditioning, plumbing, electrical and/or janitorial services, the learner will be able to identify incidents requiring an emergency response, according to a simulated office procedure manual.

INSTRUCTIONAL OBJECTIVE: 2

Given several case vignettes portraying non-dental emergencies, the learner will be able to handle each case by role-playing the relevant emergency(s) or procedure(s) using a simulated office procedure manual, to the satisfaction of fellow role players and/or the instructor.

EXPECTED PERFORMANCE: IA 10
DR 9

Manage special needs patients.

INSTRUCTIONAL OBJECTIVE:

In a practicum or taped role-play, the learner will be able to make special physical arrangements and/or special appointments for:

- a patient with restricted limb mobility
- a patient with a phobia
- a patient inebriated by alcohol or chemical substances
- a patient with no or limited English
- a patient who is blind or deaf
- a patient apparently developmentally delayed or presenting a speech impediment
- a very important person such as political or religious dignitary when security or diplomatic protocol is required
- a patient under escort

to the satisfaction of both role-player(s) and/or the instructor and using a checklist based on the written guidelines of community agencies serving the specific special need(s).

EXPECTED PERFORMANCE: IA 11 DR 10

Comfort and manage children.

INSTRUCTIONAL OBJECTIVE:

In a practicum in a dentist's office, or in a child care setting, the learner will be able to comfort and manage one or more children both to the satisfaction of the child as demonstrated by volume of noise, and facial expression(s), and to the satisfaction of either the child's parent or guardian (if present) and/or others present, using a check list to assess at least each of the following indicators:

- tone of voice(s)
- learner's direct verbal instructions
- child's response to adult direction
- child's body movement, facial expression, and noise level

EXPECTED PERFORMANCE: IA 12 DR 11

Provide patient education.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated doctor's office the learner will be able to give an appropriate educational pamphlet on oral hygiene to a patient according to the procedures in the office procedures manual, to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated dentist's office or practicum the learner will be able to give clear and concise pre or post operative information to patients presenting at least one of the following conditions: oral surgery, periodontics (gum disease), endodontics (root canal), orthodontics (braces), prosthodontics (crown and bridge), removable prosthodontics (dentures and partial denture). Acceptable performance shall constitute at least three role-played patient transactions measured against standards set by the practitioner's professional association, the office procedure manual, and/or the recommendations of the Community College Program Advisory Committee.

continued

EXPECTED PERFORMANCE: IA 12 DR 11 — Provide patient education (continued)

INSTRUCTIONAL OBJECTIVE: 3 — The learner will be able to provide information on community resources available which are pertinent to the patients needs. Successful completion shall constitute matching 10 conditions with the appropriate community resource(s). REFERENCE: Community Resource Book such as Directory of Service Greater Vancouverr or equivalent.

INSTRUCTIONAL OBJECTIVE: 4 — In a role-play or practicum, the learner will be able to provide information regarding at least three (MSA, CU & C and CASI) dental plans. Acceptable performance shall constitute the answering of at least three patient questions regarding Dental Plans to the level of detail found in each plan's informational brochure to the satisfaction of the role-players and/or the instructor.

EXPECTED PERFORMANCE: IA 13 DR 12 — Perform housekeeping duties.

INSTRUCTIONAL OBJECTIVE: 1 — Using a practicum or photographs, slides, or video tape of a dentist's office including:

- desk(s)
- reception area
- treatment room(s)
- laboratory and storage areas,

the learner will be able to identify all areas in need of housekeeping duty as defined by the procedure manual or the simulated office procedure manual to the satisfaction of observers, fellow role-players or the instructor.

INSTRUCTIONAL OBJECTIVE: 2 — In a practicum or in a simulated dentist's office setting the learner will do housekeeping to ensure logical arrangement of the reception area as defined by the office procedure manual and/or simulated procedure manual, to the satisfaction of the role-players and/or the instructor.

continued

EXPECTED PERFORMANCE: IA 13 DR 12 — Perform housekeeping duties (continued)

INSTRUCTIONAL OBJECTIVE: 3

In a practicum or in a simulated dentist's office setting, the learner will manage external laundry service. Given at least one laundry invoice, and one laundry delivery the learner will count, check, store and file according to the office procedure manual to the satisfaction of observers, fellow role-players, and/or the instructor.

EXPECTED PERFORMANCE: IA 14 DR 13 — Maintain equipment.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to determine the need for service or replacement of at least 5 pieces of equipment (presented by video tape, slides, photographs or actual items) according to Fredrick and Kinn, chapter 20, manufacturer's specifications, or equivalent guidelines.

INSTRUCTIONAL OBJECTIVE: 2

In a practicum or dentist's office, with the aid of the office procedure manual, the learner will be able to contact the appropriate maintenance service for at least 4 pieces of equipment to the satisfaction of observers, fellow role-players or the instructor, using a checklist which includes at least the following:

- did the learner verify the equipment needed maintenance
- was make, model number and other pertinent information found and used accurately
- did learner check for warranty coverage
- did learner check for service contract coverage
- did learner check time priority of service and record details of the service request

INSTRUCTIONAL OBJECTIVE: 3

The learner will be able to maintain at least 2 pieces of equipment by lubricating, changing batteries or replacing any worn part according to manufacturer's specifications, or equivalent written guidelines.

EXPECTED PERFORMANCE: IA 15
DR 14

Store drugs and supplies.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated office the learner will be able to store ten drugs or medical supplies according to usage, classification, need for limited access, shelf life, and expiry date, according to the guidelines of chapter 20 of Fredrick and Kinn and/or a simulated office procedure manual.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated dentist's office the learner will be able to store at least these office supplies:

- billing cards
- appointment cards
- lab requisitions
- W.C.B. or other standard patient report forms
- file folders

according to guidelines of the simulated office procedure manual.

EXPECTED PERFORMANCE: IA 16
DR 15

Process mail or deliveries.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum or simulated office, given a selection of incoming mail, the learner will be able to process mail according to office policy using a checklist based on the office procedures manual and assessing at least the following:

- was the mail sorted
- was the mail opened, stamped
- was the mail distributed promptly
- was the mail distributed to the proper place(s)
- was misdirected mail appropriately redirected

INSTRUCTIONAL OBJECTIVE: 2

In a practicum or simulated office setting given a selection of at least 10 pieces of outgoing mail the learner will be able to process mail ensuring all post office or courier service requirements are met.

EXPECTED PERFORMANCE: IA 18
DR 16

Prepare standard patient report and/or waiver forms.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated dentist's office the learner will be able to prepare standard forms such as W.C.B., D.V.A., Human Resources, I.C.B.C., Indian Affairs, Prepaid dental forms using the correct external agency procedure(s) and to the level of completion specified by the office procedures manual (Forms and Clinical Procedures section).

INSTRUCTIONAL OBJECTIVE: 3
DR 2

In a simulated dentist's office the learner will be able to prepare for signature at least three employment or insurance proof of dental time loss forms from information on patients' chart and/or from information supplied by patient and/or doctor according to guidelines supplied by the issuer of the form(s) or found in the office procedures manual.

EXPECTED PERFORMANCE: IA 19
DR 17

Operate business machines.

INSTRUCTIONAL OBJECTIVE:

The learner will be able to operate business machines. In a simulated dentist's office the learner will be able to complete at least one task using each piece of at least the following equipment:

- calculator
- duplicating processors, copiers
- postage scale and meter
- telephone equipment (including telephone answering/recorder if any)
- transcription equipment
- keyboard (typewriter, word processor or computer terminal)

Acceptable performance shall be measured by at least two observers using checklists based on manufacturer's instructions.

EXPECTED PERFORMANCE: IA 20 DR 18

Compose business correspondence.

INSTRUCTIONAL OBJECTIVE: 1

The learner will compose at least one memo or letter with appropriately addressed envelope: ordering supplies, referring a patient, arranging an appointment, confirming an appointment and three types of request for payment for professional services following written or verbal instructions from the "dentist". Correspondence shall be in accord with the precedence book or office procedure manual of the simulated practice and/or the standard set by the Business Educator's Association.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated dentist's office situation or case study, the learner will <u>without</u> written or verbal instructions from the "dentist" recognize the need for and compose business correspondence as defined above.

I CLERICAL

B TIME MANAGEMENT

EXPECTED PERFORMANCE: IB 1
DR

Organize work priorities.

INSTRUCTIONAL OBJECTIVE: 1

In a classroom or simulated dentist's office the learner will be able to identify at least 20 routine duties as being performed either daily, weekly, semi-monthly or monthly according to the office procedure manual, or as defined in Fredrick & Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 2

In a classroom or simulated dentist's office the learner will be able to prepare a work schedule for a one month period using the duties identified in Instructional Objective No. 1 to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 3

Given emergency and priority changes the learner will be able to reschedule the daily work schedule prepared in Instructional Objective 2 to accommodate the changes.

The revised schedule shall meet the criteria of the office procedure manual.

EXPECTED PERFORMANCE: IB 2

Schedule appointments.

INSTRUCTIONAL OBJECTIVE: 1

Given examples of at least four types of office practice (including one solo dentist, one group practice, and one specialist) the learner will select a different and appropriate appointment system for each practice using the guidelines of Schwarzrook's "Effective Dental Assisting", Pratt and Jensen, or equivalent text or the Medical Office Assistant Handbook, Section 3 and/or Chapter 7 of Fredrick and Kinn or equivalent.

continued

EXPECTED PERFORMANCE: IB 2 — Schedule appointments (continued)

INSTRUCTIONAL OBJECTIVE: 2

Given a list of 'patients' with their standard time units the learner will be able to schedule a minimum of 25 patient appointments using the Mardan appointment system or equivalent.

INSTRUCTIONAL OBJECTIVE: 3

In a role-play, the learner will schedule at least 50 appointments for a simulated dentist's office.

Acceptable performance shall be measured by a checklist based on guidelines in Chapter 7 of Fredrick and Kinn, Schwarzrook's "Effective Dental Assisting", Pratt and Jensen, and/or the office procedure manual and include at least the following elements:

- appointment cards
- doctor's personal commitments/preferences
- "walk-in" or "work-in" appointments
- cancellations by patient
- recall policy
- "fill-in" for empty time block
- cancellation by doctor
- financial responsibility (new patients)
- "no-show" policy
- pharmaceutical representatives

EXPECTED PERFORMANCE: IB 3 — Maintain appointment system.

INSTRUCTIONAL OBJECTIVE: 1

Given a written exercise, based on a list of a simulated practice's standard time periods for common procedures, the learner will be able to determine the unit of time for at least each of twenty patient procedures including a MOD amalgam restoration, a frenectomy, a 3rd molar impacted extraction, without error, or to the standard of the College.

continued

EXPECTED PERFORMANCE: IB 3 Maintain appointment system (continued)

INSTRUCTIONAL OBJECTIVE: 2

In a simulated dentist's office or practicum, given at least five patients presenting different needs, the learner will be able to calculate time required for the patient's appointment, to the satisfaction of the role-players, observers and/or the instructor using a check list based on the office procedure manual or guidelines of Chapter 7 of Fredrick and Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 3

In a simulated multi-dentist practice the learner will be able to role-play the booking of at least 50 patients using time units, and allowing the dentist time to see a salesman and one visiting dentist. Acceptable performance shall constitute satisfaction of the criteria outlined above.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: IC 1 DR

Assist the dentist to develop or revise an office procedure manual.

INSTRUCTIONAL OBJECTIVE:

Over the length of the program, the learner will be able to create an office procedure manual for a simulated practice. Acceptable performance shall constitute by the end of the program, a manual which is comprehensive enough and well enough organized to be used by at least two students and/or an instructor to answer a minimum of four specific questions about the simulated practice in any of the following practices, policies or resource areas:

1. appointment system
2. answering service procedure
3. banking
4. billing
5. business correspondence
6. collection policy
7. emergency procedures
8. filing, including non-active filing, and patient re-call system(s)
9. forms and clinical procedures
10. hiring policies
11. hospital booking procedures
12. housekeeping guidelines
13. inventory, including drugs and supplies
14. location of office records and other reference material
15. mail and/or courier service guidelines
16. dental periodical and reference library management
17. non-medical emergency procedures
18. ordering procedures to replace commonly used forms
19. patient referral procedure
20. payroll and fringe benefit policy
21. record keeping
22. renewal of prescriptions
23. schedule of periodic duties
24. source listing or educational pamphlets
25. statutory and non-statutory holidays
26. subscriptions
27. telephone log procedure

EXPECTED PERFORMANCE: IC 2 — Perform office banking duties.

INSTRUCTIONAL OBJECTIVE: 1 — In a simulated dentist's office or practicum, given a selection of cheque and cash payments, the learner will be able to prepare at least one bank deposit according to bank procedures and generally accepted accounting principles.

INSTRUCTIONAL OBJECTIVE: 2 — In a simulated dentist's office the learner will be able to reconcile a bank statement with monies deposited without error.

INSTRUCTIONAL OBJECTIVE: 3 — Given a specific "stop payment" request situation, the learner will be able to identify all standard procedures necessary to "stop payment".

EXPECTED PERFORMANCE: IC 3 — Set up filing systems.

INSTRUCTIONAL OBJECTIVE: 1 — Given a selection of documents from a simulated practice including at least one example of:

- the daily journal
- financial records including payroll
- tax records
- medical briefs (MOA)
- research material
- patient history
- medical or dental reports
- correspondence from consulting doctors

the learner will be able to set up at least two filing systems cross-referenced to allow retrieval of any document within two and one half minutes. Acceptable performance shall also require participation in a class discussion of the choice between numeric, alphabetic by name, and alphabetic by name and color code filing systems.

continued

EXPECTED PERFORMANCE: IC 3 — Set up filing systems (continued)

INSTRUCTIONAL OBJECTIVE: 2

Drug and supply records

In a simulated dentist's office, the learner will be able to set up an inventory and control system for drugs and one for supplies; using either an order control card system or a bound book; and with a minimum of two errors.

INSTRUCTIONAL OBJECTIVE: 3

Financial records

The learner will be able to set up at least two of the following three financial recording systems:

- the single entry record of receipts and disbursements
- the double entry system by journalizing and posting entries to ledgers
- or the one-write system (such as Mardan) of posting financial records such as employee record cards, payroll register, pay cheques and employee statements

to generally acceptable accounting principles without error or to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 4

Petty Cash

The learner will be able to set up a file system to record petty cash according to generally accepted accounting principles.

INSTRUCTIONAL OBJECTIVE: 5

Telephone Log

In a simulated dentist's office, given a set of dentist preferences, the learner will be able to set up a system to record important details of incoming calls to accommodate all preferences according to the office procedure manual.

continued

EXPECTED PERFORMANCE: IC 3 — Set up filing systems (continued)

INSTRUCTIONAL OBJECTIVE: 6

Date file for Dental Plan billing control

Given a minimum of 100 cards the learner will be able to set up a date file system for Dental plan duplicate billing cards. Acceptable performance shall constitute the retrieval of at least 6 of 100 filed cards within 2 minutes.

INSTRUCTIONAL OBJECTIVE: 8
DR 7

Payroll record

Given at least six TD1, TD4 and separation certificate documents, time sheets and monthly tax remittance forms the learner will be able to set up a payroll record file permitting retrieval of any current or past employee record within two minutes.

INSTRUCTIONAL OBJECTIVE: 9
DR 8

Preventative Dental Recall file system

Given at least 20 patient records the learner will set up a recall system which ensures patient contact by phone and/or mail following the guidelines of the Office Procedures Manual. Acceptable performance shall constitute at least two students and/or the instructor being able to use the system.

INSTRUCTIONAL OBJECTIVE: 10
DR 9

Dental Lab Prescription file

In a dental office or simulated practice the learner will set up a carbon copy lab, prescription file permitting the status of any laboratory case to be determined within one minute.

EXPECTED PERFORMANCE: IC 4 Maintain filing systems.

INSTRUCTIONAL OBJECTIVE: 1

Patient record, financial record, general correspondence

In a simulated dentist's office the learner will be able to maintain filing systems. Acceptable performance shall constitute the maintenance of a simulated daily journal for at least two days, and retrievable filing of patient records, other financial records, general correspondence documents including at least two each of: laboratory reports, x-ray reports, supply invoices, cancelled cheques, transfers of a portion of redundant information from a family file, transfers of a "dead" file to the storage area for non-active files and the organizing of the content of at least two patient files.

INSTRUCTIONAL OBJECTIVE: 2

Drug and supply records

In a simulated dentist's office the learner will be able to maintain a file system on drug and supply records by documenting five additions and five withdrawals from inventory without error.

INSTRUCTIONAL OBJECTIVE: 3

Financial records

The learner will be able to maintain financial records using at least two of:

- the single entry record of receipts and disbursements,
- the double entry system by journalizing and posting entries to ledgers,
- or the one-write system (e.g. Mardan) of posting financial records such as employee record cards, payroll register, pay cheques and employee statements.

Acceptable performance shall constitute the posting of at least 50 items according to generally acceptable accounting principles without error or to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 5

Telephone log

The learner will be able to maintain telephone log by recording important details of at least twenty scripted role-played telephone calls and compare his/her log to the scripted details to determine accuracy with a maximum of 2 errors.

continued

EXPECTED PERFORMANCE: IC 4 Maintain filing systems (continued)

INSTRUCTIONAL OBJECTIVE: 6

Date file Dental plan billing control

The learner will be able to maintain a Dental plan duplicate card control file by comparing Dental plan computer print-outs with the office control file and taking action to resolve errors or omissions following procedures outlined by the plan and/or office procedures manual.

INSTRUCTIONAL OBJECTIVE: 8
DR 7

Payroll Records

The learner will be able to file at least a dozen incoming payroll documents in a simulated dentist's office according to the office procedure manual without error.

INSTRUCTIONAL OBJECTIVE: 9
DR 8

Preventative Dental recall system

In a simulated dentist's office given at least 30 patients the learner will:

- check for completion of treatment
- add patients whose treatment has been completed to the recall file
- contact by phone and/or mail those patients who require recall

without error or omission or to the standard of the College Advisory Board

INSTRUCTIONAL OBJECTIVE: 10
DR 9

Dental lab prescription file

Given a sample of at least ten laboratory prescriptions including new cases, cases in progress, and completed cases the learner will up-date the lab prescription file so that lab delays can be indentified and either expedited or patient appointment changed, according to the office procedures manual and to the standard of the College.

EXPECTED PERFORMANCE: IC 5 DR — Use dental annotation systems.

INSTRUCTIONAL OBJECTIVE: DR — In a classroom setting or practicum the learner will be able to use dental annotation systems. Acceptable performance will constitute recording at least twelve dental findings using each of at least these three annotation systems, the Palmer, the 1-32 and the Universal system without error.

EXPECTED PERFORMANCE: IC 6 — Convert metric measurements.

INSTRUCTIONAL OBJECTIVE: — Using conversion tables or conversion factors and a calculator the learner will be able to convert height, weight and volume measurements. Acceptable performance shall constitute at least twenty metric measurements converted to non-metric equivalents, and twenty non-metric measurements to their metric equivalent to the standard of the College.

EXPECTED PERFORMANCE: IC 7 — Manage the practice's library

INSTRUCTIONAL OBJECTIVE: 1 — In a practicum or simulated dentist's office, given at least two technical periodicals, directories, bulletins and/or government notices the learner will be able to manage a simulated Dental library following guidelines in the Office Procedures Manual to the satisfaction of observer(s), fellow students, and/or the instructor, using a checklist which includes at least the following:

- were non-dental subscription periodicals ordered or renewed in accordance with office policy
- were dental subscription periodicals filed, ordered or renewed in accordance with office policy
- were ammendments to manuals and government bulletins filed correctly after being seen by the dentist.

EXPECTED PERFORMANCE: IC 8

Prepare a list of drugs and supplies needed to restore inventory.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated dentist's office given a list of at least 20 drugs, or supplies, the learner will be able to prepare purchase order(s) (if needed) for supplies and drugs according to the office procedure manual.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated dentist's office given a list of at least twenty office supplies, the learner will be able to prepare purchase order(s) (if needed) according to the office procedure manual.

EXPECTED PERFORMANCE: IC 10
DR 9

Manage non-medical/dental plan charges for professional services.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated dentist's office, the learner will be able to manage non-dental plan charges for professional services. Acceptable performance shall constitute at least twenty simulated patients' accounts managed in accordance with the guidelines of the office procedure manual as determined by a checklist which includes at least the following elements:

- was estimate of cost prepared for patient
- was patient payment plan documented
- was patient billed correctly
- if credit card used for payment was charge plan procedure followed.
- were receipts issued
- were all fees paid and documented
- if necessary, was a telephone call, collection letter(s), or collection agency referral instigated
- were payment records accurate and organized to accordance with generally accepted accounting principles

INSTRUCTIONAL OBJECTIVE: 2

In a simulated dental practice given at least six different dental plan forms the learner will complete necessary documentation according to plan guidelines without error or with an maximum of five corrected errors.

EXPECTED PERFORMANCE: IC 11 DR 10

Manage payroll.

INSTRUCTIONAL OBJECTIVE:

The learner will be able to manage the payroll of a simulated doctor's office for a practice period from at least December to March, or a one month one-write payroll system. Acceptable performance shall constitute all paycheques; all TD1,TD4 and other tax forms; all C.E.I.C. separation certificates, and all non-statutory deduction records completed according to written government guidelines and/or the office procedures manual without error or with a minimum of five corrected errors.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE: ID 3
DR 1

Transcribe handwritten reports.

INSTRUCTIONAL OBJECTIVE:

In a simulated dentist's office or practicum, the learner will be able to transcribe handwritten reports of at least two handwritten lecture notes, two committee minutes, two letters, and two consultations. Acceptable performance shall constitute no errors or a maximum of two corrected errors per article.

EXPECTED PERFORMANCE: ID 5
DR 2

Transcribe dictated material onto preprinted forms.

INSTRUCTIONAL OBJECTIVE:

In a practicum or classroom setting, from a minimum of ten samples of dictation or simulated dictation, the learner will use preprinted forms to transcribe dictated material onto the appropriate WCB, ICBC, hospital admission or other form. Acceptable performance shall be measured by comparison of the transcription tape to the completed preprinted form without error or with a maximum of five corrected errors per dictation, and no error in the selection of the appropriate form.

EXPECTED PERFORMANCE: ID 7
DR 3

Simultaneously edit, correct and transcribe material.

INSTRUCTIONAL OBJECTIVE: 1

In a classroom setting the learner will be able to edit transcribed material by adjusting the phraseology and identifying discrepancies which require further clarification. Acceptable performance shall constitute a minimum of six samples of simulated dictation edited to the standard of the college instructor or the practicum supervisor, and/or with no errors as determined by comparison of the transcription tape to final copy adjusted to recorded clarification remarks made by the person who originated the dictation.

continued

EXPECTED PERFORMANCE: DR 3	ID 7	Simultaneously edit, correct and transcribe material (continued)
INSTRUCTIONAL OBJECTIVE:	2	In a classroom setting or practicum the learner will be able to correct transcribed material using reference material or contacting the doctor directly to rectify incomprehensible dictation. Acceptable performance shall constitute a minimum of six simulated samples of dictation with incomprehensible words or phrases identified and corrected.
INSTRUCTIONAL OBJECTIVE:	3	In a classroom setting or practicum the learner will be able to simultaneously edit and transcribe dictated material. Acceptable performance shall constitute a minimum of six samples of simulated dictation transcribed and simultaneously corrected for phraseology, and discrepancies or incomprehensible dictation rectified to the satisfaction of the doctor or the general standard indicated by instructional objectives 1 and 2 above.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: IIIA 3
DR 1

Use medical directional terms.

INSTRUCTIONAL OBJECTIVE:

Given numbered anatomical diagram(s) the learner will be able to use directional terms (quadrants, planes, and relative position of body cavities) to describe the relative position of at least fifty body parts, and how they relate to the body as a whole according to Chapter 27-28 of Fredrick and Kinn or any standard text, without error or to the standard of the College.

EXPECTED PERFORMANCE: IIIA 4
DR 2

Identify anatomical parts.

INSTRUCTIONAL OBJECTIVE: 2
DR 1

In a timed written examination based on tooth surfaces and the oral cavity as found in Collin's "The Dental Assistant", the learner will be able to identify the oral cavity anatomical parts by labeling diagrams of the oral cavity and tooth surfaces without error, or to the standard of the College.

EXPECTED PERFORMANCE: IIIA 5
DR 3

Explain basic function of major anatomical parts.

INSTRUCTIONAL OBJECTIVE:

Given a multiple choice test the learner will be able to explain the basic function of at least fifteen anatomical parts according to the standard text(s) currently used by the College such as "The Human Body in Health and Disease" by Memmler/Wood, with no more than a 35% error rate or to the standard of the College.

EXPECTED PERFORMANCE: IIIA 9
DR 4

Use reference resources.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum or simulated dentist's office the learner will be able to use appropriate reference sources when performing office or patient procedures. Acceptable performance shall constitute the selection and correct use of at least the following reference resources at least once in actual or role-played problem solving situations to the satisfaction of observers, fellow role-players, and/or the instructor using checklists:

-English and Dental/Medical Dictionaries
-Thesaurus
-Telephone and College of Dental Surgeons Directories
-College of Dental Surgeons Manual including the Fee Guide, the Dental Code of Ethics, and Jurisprudence sections.
-Office Procedures Manual or simulated manual

EXPECTED PERFORMANCE: IIIA 13
DR 5

Identify component parts of medical/dental terms.

INSTRUCTIONAL OBJECTIVE:

Given at least fifty commonly used dental terms the learner will be able to explain their roots or stems, prefixes and suffixes without error or with a maximum of three corrected errors using a standard medical/dental reference such as Taber's Encylopedia.

EXPECTED PERFORMANCE: IIIA 15
DR 6

Use standard medical/dental abbreviation(s) and symbol(s).

INSTRUCTIONAL OBJECTIVE:

Given a list of at least 50 abbreviations and symbols commonly used in patient histories, dental charts, pharmacy requests or medical/dental transcription, the learner will be able to state or list the full word or words they represent according to the standard medical dictionary or text(s) used by the College, within the error rate established by the College or the Course Advisory Board.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: IIIB 1

Maintain patient confidentiality.

INSTRUCTIONAL OBJECTIVE:

In a simulated dentist's office, or in a practicum, the learner will be able to maintain patient confidentiality by excluding access to patient records from unauthorized persons. Acceptable performance shall constitute at least five role-plays measured by a checklist which includes at least the following criteria:

- no patient records left in view unattended
- all enquiries regarding patient file were answered in accordance with the Dental Act and Code of Ethics
- all inquiries regarding patient answered in accordance with the simulated (or actual) office procedure manual
- all patient records kept for the statutory time periods

EXPECTED PERFORMANCE: IIIB 2

Show concern for patient feelings.

INSTRUCTIONAL OBJECTIVE:

In a role-play consisting of an observer, instructor and a "patient", the learner will be able to show concern for the "patient's" feelings. In a review of the role-play by discussion and/or video tape replay, the interpretation of the patient's feelings and the patient's understanding of the learner's empathy shall seem appropriate to all participants. Participants may measure performance using a checklist including:

- were events or responses described without placing value judgment
- did learner clarify "patient's" communication by paraphrasing
- did learner give undivided attention to "patient" by maintaining eye contact
- did learner perform other tasks
- did learner give evidence of hearing and understanding through active listening and/or body language.

EXPECTED PERFORMANCE: IIIB 3 Handle stress.

INSTRUCTIONAL OBJECTIVE:

In at least five recorded role-played situations the learner will be able to remain calm under stress to the satisfaction of observers, role-players and/or the instructor. Sample stress situations may include:

- contact with the patient, who is unaware of a terminal diagnosis
- maintaining normal working relation with patient during the transitional period of serious illness
- attending medical emergencies

EXPECTED PERFORMANCE: IIIB 4 Model professional personal appearance.

INSTRUCTIONAL OBJECTIVE: 1

During the program the learner will be able to model personal appearance, hygiene and grooming to expected professional standards. Acceptable performance shall constitute a checklist completed by at least two students based upon standards of personal appearance, hygiene, oral hygiene, and grooming recommended by the Community College Advisory Board for the program.

INSTRUCTIONAL OBJECTIVE: 2

In group discussion the learner will be able to consider the legal and psychological implications of his/her working clothing. Acceptable performance shall constitute active participation.

INSTRUCTIONAL OBJECTIVE: 3

In group discussion the learner will be able to differentiate personal attitude and/or moral position from the responsibilities to society, to the patient, and to the profession as defined by the rules and regulations of the Dental Act.

EXPECTED PERFORMANCE:	IIIB 5	Maintain effective working relationship(s) with co-worker(s) and dentist(s).
INSTRUCTIONAL OBJECTIVE:	1	In a simulated dentist's office the learner will be able to maintain effective working relationship with co-worker's and doctors by handling three office incidents including at least a request for overtime with little or no notice, an unexplained absence of a staff member, and a basic difference of opinion. Acceptable performance shall constitute agreement by fellow role-players, observers, or the instructor using a checklist for determining that an effective working relationship was maintained.
INSTRUCTIONAL OBJECTIVE:	3 DR 2	In group discussion the learner will be able to identify legal and psychological implications of working when health problems would interfere with expected work performance. Acceptable performance shall constitute active participation.

III PROFESSIONAL

C. PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE: IIIC 1

Facilitate non-professional staffing.

INSTRUCTIONAL OBJECTIVE:

In a practicum or simulated dentist's office, given at least two sets of circumstances potentially solved by the hiring of additional or replacement support staff the learner will facilitate sound personnel management to the satisfaction of the dentist/clinic manager, an observer, and/or the instructor and fellow role players, using a checklist based on the office or simulated office procedures manual which includes at least the following:

- how was dentist or clinic manager informed of anticipated need for additional staff to maintain clerical/clinical support
- how was dentist or clinic manager informed of anticipated need for replacement of existing staff
- how were specific job duties and conditions of employment determined
- how were specific job requirements for use at screening interviews recorded

If need for additional or replacement staff is confirmed and initial staffing action delegated to MOA or DR, how did he or she:

- screen additional or replacement staff who "walked" or respond to "grapevine" or to other more specific job hunting techniques
- prepare short list of candidates with evaluated resumes or application forms for doctor's approval
- contact candidates with offer of employment or job interview with dentist
- maintain working contact with normal sources of employees

EXPECTED PERFORMANCE: IIIC 2

Conform to Human Rights Codes.

INSTRUCTIONAL OBJECTIVE:

Given a written exam consisting of case vignettes of dentist's office of areas possibly covered by the Human Rights Codes of Canada and British Columbia, the learner will be able to (without reference) identify actions which conform to the code. Acceptable performance shall constitute no more than three errors on at least 10 case vignettes, or the standard of the College.

EXPECTED PERFORMANCE: IIIC 3 Negotiate terms of employment.

INSTRUCTIONAL OBJECTIVE: 1 In a simulated dentist's office the learner will be able to negotiate a common law (verbal) contract. Acceptable performance shall constitute the negotiation of at least three terms or conditions of employment to the satisfaction of both parties.

INSTRUCTIONAL OBJECTIVE: 2 In a simulated office setting the learner will be able to negotiate a written contract covering at least three terms or conditions of employment with an "employer" using verbal and written references (such as an office procedure manual) to create a written employment contract to the satisfaction of both parties.

INSTRUCTIONAL OBJECTIVE: 3 In a simulated office setting the learner will be able to negotiate at least one term or condition of employment with an "employer" within the terms of the simulated collective bargaining agreement currently in effect for the clinic to the satisfaction of both parties.

EXPECTED PERFORMANCE: IIIC 4 Recognize responsibilities and limitations in employer/employee relations.

INSTRUCTIONAL OBJECTIVE: 1 Given at least a 50 item written examination on Provincial and Federal Legislation concerning the learner's own occupation, the learner will be able to identify responsibilities and limitations in employer/employee relations consistent with relevant legal and ethical standards.

INSTRUCTIONAL OBJECTIVE: 2 Given a typical payroll deduction record of a simulated dentist's office or hospital the learner will be able to explain all deductions in terms of the legal and or optional responsibilities of the employer and employee, as defined by Federal or Provincial Legislation.

HOSPITAL CLERICAL WORKER PROFILE

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: IA 2
HCW 1

Receive hospital visitors.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum or simulated hospital setting the learner will be able to receive at least three visitors individually. Acceptable performance shall be measured by the documentation of each visitor's reception by a check list which includes at least each of these tasks performed to the satisfaction of the role-players under general supervision:

- was visitor welcomed
- was visitor informed of hospital rules
- was visitor directed to the appropriate room
- were doctors and nurses located as requested by visitors

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to receive at least three groups of at least two visitors at one time using the criteria outlined above.

EXPECTED PERFORMANCE: IA 3
HCW 2

Answer the telephone.

INSTRUCTIONAL OBJECTIVE: 4

In a role-play, using tact, and a clear well modulated voice, the learner will process at least three individual calls to a simulated hospital ward. Each call shall be recorded and then documented on a check list which includes at least the following elements:

- was hospital ward or department identified
- how was purpose of call identified
- how was decision to take action made
- did call need to be referred directly to a doctor or hospital nurse

continued,

EXPECTED PERFORMANCE: IA 3 HCW 2

Answer the telephone. (continued)

. was other authorized action taken
. was action, taken or planned, communicated accurately to the caller
. was call recorded accurately
. was action taken recorded accurately
. did learner identify his or her position
. did learner deliver the telephone message to the appropriate unit personnel or patient

Acceptable performance shall be determined by the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 5

The learner will be able to process at least three sets of at least two calls at one time using the criteria above plus these additional indicators:

. caller 'cut off' mechanically or verbally
. was caller left unattended
. was average number of telephone rings below four

EXPECTED PERFORMANCE: IA 4 HCW 3

Simultaneously receive people on the telephone and in person.

INSTRUCTIONAL OBJECTIVE:

In a classroom setting, using tact, and a clear well modulated voice, the learner will be able to answer a series of at least three role-played or taped simulated calls while receiving one or more role-playing visitors to the simulated doctor's office or hospital ward.
Acceptable performance shall constitute both expected performance IA1 plus expected performance IA3 for DR/MOA or expected performance IA2 and IA4 for HCW.

EXPECTED PERFORMANCE: IA 5 HCW 4

Relay verbal information.

INSTRUCTIONAL OBJECTIVE:

In at least three simulated and recorded incidents the learner will be able to transmit a role-played patient's message to the doctor or hospital nurse without altering the content, message or emphasis as determined by all three role-players using a common checklist.

EXPECTED PERFORMANCE: IA 6
HCW 5

Make telephone calls.

INSTRUCTIONAL OBJECTIVE: 2
HCW 1

In a role-play, using a telephone system the learner will be able to make at least one each of the following calls to the satisfaction of the role-players and/or the instructor:

- Page doctors and other hospital personnel through hospital paging system
- Check with simulated answering service
- Make or change an appointment
- Make/place call for the doctor
- Make/place a long distance call
- Arrange a consultation with a medical or dental specialist
- Arrange to transfer a patient to another health care facility
- Make/place a call to another hospital department/ward to elicit or relay information
- Contact attorney, barber, insurance agent or religious personnel on behalf of the patient

Each call must include the following elements:

- Identification of caller and person called
- Purpose of call, including any specific arrangements to be made
- Conclusion of business, including verification of information or specific arrangements
- Termination of call, including courteous closing remarks, such as, "thank you for calling".

Each call shall be recorded using a checklist based on the guidelines on "Telephone Tips" outlined by B.C. Tel or in Schwarzrook's "Effective Dental Assisting", Pratt and Jensen, or equivalent text.

EXPECTED PERFORMANCE: IA 7 HCW 6

Process emergency phone calls.

INSTRUCTIONAL OBJECTIVE:

In a role-play setting with an instructor or fellow student and with an instructor or fellow student observing, the learner will be able to process at least six emergency calls. Acceptable performance shall constitute each call and subsequent action steps recorded and measured against a checklist which includes at least the following:

- was voice always calm and well-modulated
- was enough information elicited to choose appropriate emergency resource(s)
- if poisoning suspected was caller asked the name of suspected poisoning substance
- was telephone number of emergency resource(s) and/or emergency code(s) specific to the practice known to learner or found quickly
- were details recorded accurately
- did learner know how to contact doctor or appropriate hospital staff
- was call processed immediately

to the satisfaction of the role-players, the observers and/or the instructor.

EXPECTED PERFORMANCE: IA 8 HCW 7

Handle on-site medical emergencies.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to apply basic first aid. Acceptable performance shall constitute completion of a recognized basic first aid course such as the St. John's Ambulance Safety Oriented First Aid certificate, or the holding of an equivalent or higher currently valid certificate.

continued

EXPECTED PERFORMANCE: IA 8 HCW 7

Handle on-site medical emergencies. (continued)

INSTRUCTIONAL OBJECTIVE: 2

In a simulated hospital ward (HCW) the learner will be able to handle at least three medical emergencies. Acceptable performance shall constitute effective role-played utilization of the appropriate response as determined by observers and/or the instructor using checklists which include at least the following criteria:

- maintain calm manner
- tactfully handle persons inebriated by alcohol or chemical substances
- seek help from qualified person
- describe and record signs and symptoms of patient's illness or injury if necessary
- position patient in safe and comfortable position
- apply first aid, if necessary
- call poison control centre, if necessary
- arrange for hospital emergency room treatment
- explain doctor's unavailability to patients in reception area if necessary
- ensure maximum patient privacy

May use a simulated hospital procedure manual for reference.

EXPECTED PERFORMANCE: IA 9 HCW 8

Handle non-medical/dental emergencies.

INSTRUCTIONAL OBJECTIVE: 1

Given specific examples of on-site incidents pertaining to washrooms, fire, security, heating, air conditioning, plumbing, electrical and/or janitorial services, the learner will be able to classify all incidents requiring an emergency response, according to a simulated hospital procedure manual.

INSTRUCTIONAL OBJECTIVE: 2

Given several case vignettes portraying non-medical emergencies, the learner will be able to handle each case by role-playing the relevant emergency(s) or procedure(s) using a simulated hospital procedure manual, to the satisfaction of fellow role players and/or the instructor.

EXPECTED PERFORMANCE: IA 11
HCW 9

Comfort and manage children.

INSTRUCTIONAL OBJECTIVE:

In a practicum in a pediatric ward, or in a child care setting, the learner will be able to comfort and manage one or more children both to the satisfaction of the child as demonstrated by volume of noise, and facial expression(s), and to the satisfaction of either the child's parent or guardian (if present) and/or others present, using a check list to assess at least each of the following indicators:

. tone of voice(s)
. learner's direct verbal instructions
. child's response to adult direction
. child's body movement, facial expression, and noise level

EXPECTED PERFORMANCE: IA 13
HCW 10

Perform housekeeping duties.

INSTRUCTIONAL OBJECTIVE: 1

Using a practicum or photographs, slides, or video tape of a hospital ward/department including:

- desk(s)
- reception area
- treatment room(s)
- laboratory and storage areas,

the learner will be able to identify all areas in need of housekeeping duty as defined by the procedure manual or the simulated hospital procedure manual to the satisfaction of observers, fellow role-players or the instructor.

INSTRUCTIONAL OBJECTIVE: 2

In a practicum or in a simulated hospital setting the learner will do housekeeping to ensure logical arrangement of the reception area as defined by the hospital procedure manual and/ or simulated procedure manual, to the satisfaction of the role-players and/or the instructor.

EXPECTED PERFORMANCE: IA 15
HCW 11

Store drugs and supplies.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated office the learner will be able to store ten drugs or medical supplies according to usage, classification, need for limited access, shelf life, and expiry date, according to the guidelines of chapter 20 of Fredrick and Kinn and/or a simulated hospital procedure manual.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated hospital office the learner will be able to store at least these office supplies:

- lab requisitions
- W.C.B. or other standard patient report forms
- file folders

according to guidelines of the simulated hospital procedure manual.

EXPECTED PERFORMANCE: IA 16
HCW 12

Process mail or deliveries.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum or simulated hospital setting, given a selection of incoming mail, the learner will be able to process mail according to office policy using a checklist based on the hospital procedures manual and assessing at least the following:

- was the mail sorted
- was the mail opened, stamped
- was the mail distributed promptly
- was the mail distributed to the proper place(s)
- was misdirected mail appropriately redirected

INSTRUCTIONAL OBJECTIVE: 2

In a practicum or simulated hospital setting given a selection of at least 10 pieces of outgoing mail the learner will be able to process mail ensuring all post office or courier service requirements are met.

EXPECTED PERFORMANCE: IA 17
HCW 13

Prepare requisitions for patient diagnostic procedures.

INSTRUCTIONAL OBJECTIVE: 2
HCW 1

The learner will be able to prepare at least five requisitions for diagnostic procedures done on patients including at least one E.C.G., one X-ray, one routine blood work, one Provincial Health lab and one Central Cytology lab requisition, providing all information required according to a checklist based on internal hospital requirements.

EXPECTED PERFORMANCE: IA 19
HCW 14

Operate business machines.

INSTRUCTIONAL OBJECTIVE: 2
HCW 1

The learner will be able to operate business machines. In a simulated office the learner will be able to complete at least one task using each piece of at least the following equipment:

- calculator
- postage scale and meter
- transcription equipment

Acceptable performance shall be measured by at least two observers using checklists based on manufacturer's instructions.

I CLERICAL

B TIME MANAGEMENT

EXPECTED PERFORMANCE: IB 1 — Organize work priorities.

INSTRUCTIONAL OBJECTIVE: 1 — In a classroom or simulated hospital ward/department the learner will be able to identify at least 20 routine duties as being performed either daily, weekly, semi-monthly or monthly according to the hospital procedure manual, or as defined in Fredrick & Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 2 — In a classroom or simulated hospital ward/department the learner will be able to prepare a work schedule for a one month period using the duties identified in Instructional Objective No. 1 to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 3 — Given emergency and priority changes the learner will be able to reschedule the daily work schedule prepared in Instructional Objective 2 to accommodate the changes.

The revised schedule shall meet the criteria of the hospital (HCW) procedure manual.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: IC 8

Prepare a list of drugs and supplies needed to restore inventory.

INSTRUCTIONAL OBJECTIVE: 3 HCW1

In a simulated hospital ward or department, given a list of at least twenty drugs or supplies, the learner will be able to prepare order forms for supplies and drugs according to hospital procedures.

II CLINICAL

EXPECTED PERFORMANCE: II 1 — Take and record vital signs, and height and weight.

INSTRUCTIONAL OBJECTIVE: 1 — The learner will be able to take and record vital signs. Acceptable performance shall constitute taking and recording the vital signs of at least two people (using fingers on wrist and a watch with a 2nd hand; stethoscope; a sphygmomanometer; an oral thermometer). Each reading must be consistent with two independent readings of each vital sign.

INSTRUCTIONAL OBJECTIVE: 2 — The learner will be able to take and record the height and weight of at least one adult and one child with readings consistent with at least two independent readings of the same adult(s) or child(ren).

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: III A 1

Describe the major function(s) of each body system.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to, without error or omission, describe the major function(s) of each body system to the level of complexity found in a simplified text such as Hopkin's "Atlas of Human Functional Anatomy", "Basic Human Anatomy and Physiology's" by Dienhart or Principles of Anatomy and Physiology (2nd Edition) by Tortora and Anagnostakos. Acceptable performance shall constitute completion of a written examination based on the text(s) currently used by the instructor to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to, without error or omission, describe the major function(s) of each body system in relation to the body as a whole to the level of complexity found in a simplified text such as Hopkin's "Atlas of Human Functional Anatomy", or "Basic Human Anatomy and Physiology" by Dienhart or "Principles of Anatomy and Physiology" (2nd Edition) by Tortora and Aragnostakos. Acceptable performance shall constitute completion of an examination based on the text(s) currently used by the instructor.

EXPECTED PERFORMANCE: III A 4
HCW2

Identify anatomical parts

INSTRUCTIONAL OBJECTIVE: 1
MOA/HCW/MS

The learner will be able to identify all anatomical parts found in the Medical Office Assistant's Handbook Section 29, "Structure and Function of the Body" by Anthony or an equivalent basic list approved by the College without error. Acceptable performance shall constitute identification of actual body parts, models, numbered anatomical diagram(s), or photograph(s) given in a timed written examination of at least fifty questions.

EXPECTED PERFORMANCE: III A 8 HCW3

Identify the inflammatory infections and healing processes.

INSTRUCTIONAL OBJECTIVE: 1 MOA/HCW

In a practicum and/or written test the learner will be able to identify orally and in writing at least twenty symptoms specific to the inflammatory response, infectious process or healing process, as illustrated by patients or by coloured photograph to the level of complexity of a basic text such as the Workers' Compensation Board First Aid Manual or equivalent.

INSTRUCTIONAL OBJECTIVE: 2

Using medical descriptors the learner will be able to state all four basic signs and/or symptoms of the inflammatory process as defined in the Workers Compensation Board First Aid Manual or equivalent without error.

EXPECTED PERFORMANCE: III A 9 HCW

Use reference resources.

INSTRUCTIONAL OBJECTIVE: 4

In a practicum or simulated hospital setting, the learner will be able to use appropriate reference sources when performing office or patient procedures. Acceptable performance shall constitute the selection and correct use of at least the following reference resource to the satisfaction of observers, fellow role-players, and/or the instructor using checklists:

-English and Medical Dictionaries
-Drug book (CPS)
-Laboratory Manual
-X-ray Manual
-Hospital (or simulated hospital) Policy Manual
-Charting Manual
-Respiratory Technology Manual
-Diet Manual

EXPECTED PERFORMANCE: III A 12 HCW5

Identify common generic and brand name drug terminology.

INSTRUCTIONAL OBJECTIVE:

Given a list of at least fifty common pharmaceutical products the learner will be able to identify each by category (antibiotic, analgesic, antacid, minor tranquilizer /sedative, barbiturate, corticosteroid, decongestant, narcotic or contraceptive) and differentiate generic from brand name. Acceptable performance shall constitute no errors or a maximum of five corrected errors on a timed open book examination based on D.L. Smith's Medication Guide, Tortora and Anagstakos, or equivalent text.

EXPECTED PERFORMANCE: III A 13 HCW6

Identify component parts of medical terms.

INSTRUCTIONAL OBJECTIVE:

Given at least fifty (200 MS) commonly used medical terms the learner will be able to explain their roots or stems, prefixes and suffixes without error or with a maximum of three corrected errors using a standard medical reference such as Taber's Encylopedia.

EXPECTED PERFORMANCE: III A 14 HCW7

Use symptom, diagnosis, operation, and treatment medical/dental terms.

INSTRUCTIONAL OBJECTIVE:

Given an oral and/or a written test of at least 200 terms and definitions based on Sister Frennay's "Understanding Medical Terminology" or equivalent texts, the learner will be able to use symptom, diagnosis, operation and treatment terminology without error or with a maximum of 10 corrected errors.

EXPECTED PERFORMANCE: III A 15 HCW8

Use standard medical abbreviation(s) and symbol(s).

INSTRUCTIONAL OBJECTIVE:

Given a list of at least 50 abbreviations and symbols commonly used in patient histories, dental charts, pharmacy requests or medical transcription, the learner will be able to state or list the full word or words they represent according to the standard medical dictionary or text(s) used by the College, within the error rate established by the College or the Course Advisory Board.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: III B 1 Maintain patient confidentiality.

INSTRUCTIONAL OBJECTIVE:

In a simulated hospital ward or department, or in a practicum, the learner will be able to maintain patient confidentiality by excluding access to patient records from unauthorized persons. Acceptable performance shall constitute at least five role-plays measured by a checklist which includes at least the following criteria:

- no patient records left in view unattended
- all enquiries regarding patient file were answered in accordance with the Canadian Medical Association Code of Ethics or the Dental Act and Code of Ethics
- all inquiries regarding patient answered in accordance with the simulated (or actual) procedure manual or equivalent hospital regulation(s)
- all patient records kept for the statutory time periods

EXPECTED PERFORMANCE: III B 2 Show concern for patient feelings.

INSTRUCTIONAL OBJECTIVE:

In a role-play consisting of an observer, instructor and a "patient", the learner will be able to show concern for the "patient's" feelings. In a review of the role-play by discussion and/or video tape replay, the interpretation of the patient's feelings and the patient's understanding of the learner's empathy shall seem appropriate to all participants. Participants may measure performance using a checklist including:

- were events or responses described without placing value judgment
- did learner clarify "patient's" communication by paraphrasing
- did learner give undivided attention to "patient" by maintaining eye contact
- did learner perform other tasks
- did learner give evidence of hearing and understanding through active listening and/or body language.

EXPECTED PERFORMANCE: III B 3 Handle stress.

INSTRUCTIONAL OBJECTIVE: 1

In at least five recorded role-played situations the learner will be able to remain calm under stress to the satisfaction of observers, role-players and/or the instructor. Sample stress situations may include:

- contact with the patient, who is unaware of a terminal diagnosis
- maintaining normal working relation with patient during the transitional period of serious illness
- attending medical emergencies

EXPECTED PERFORMANCE: III B 4 Model professional personal appearance,

INSTRUCTIONAL OBJECTIVE: 1

During the program the learner will be able to model personal appearance, hygiene and grooming to expected professional standards. Acceptable performance shall constitute a check list completed by at least two students based upon standards of personal appearance, hygiene, oral hygiene, and grooming recommended by the Community College Advisory Board for the program.

INSTRUCTIONAL OBJECTIVE: 2

In group discussion the learner will be able to consider the legal and psychological implications of his/her working clothing. Acceptable performance shall constitute active participation.

EXPECTED PERFORMANCE: III B 5 Maintain effective working relationship(s) with co-worker(s) and doctor(s).

INSTRUCTIONAL OBJECTIVE: 2 HCW1

In a simulated hospital ward or department the learner will be able to maintain effective working relationship(s) with co-worker(s) and doctor(s) by handling at least three ward or department 'incidents' in such a way that effective working relation(s) were maintained to the satisfaction of fellow role-players, observer, and/or the instructor using a checklist for determining that an effective working relationship was maintained.

III PROFESSIONAL

C PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE: III C 2 HCW1 — Conform to Human Rights Codes.

INSTRUCTIONAL OBJECTIVE: Given a written exam consisting of case vignettes of doctor's office or hospital related illustrations of areas possibly covered by the Human Rights Codes of Canada and British Columbia, the learner will be able to (without reference) identify actions which conform to the code. Acceptable performance shall constitute no more than three errors on at least 10 case vignettes, or the standard of the College.

EXPECTED PERFORMANCE HCW2 III C 4: — Recognize responsibilities and limitations in employer/employee relations.

INSTRUCTIONAL OBJECTIVE: 1 — Given at least a 50 item written examination on Provincial and Federal Legislation concerning the learner's own occupation, the learner will be able to identify responsibilities and limitations in employer/employee relations consistent with relevant legal and ethical standards.

INSTRUCTIONAL OBJECTIVE: 2 — Given a typical payroll deduction record of a simulated doctor's office or hospital the learner will be able to explain all deductions in terms of the legal and or optional responsibilities of the employer and employee, as defined by Federal or Provincial Legislation.

MEDICAL OFFICE ASSISTANT PROFILE

I CLERICAL

A RECEPTION

EXPECTED PERFORMANCE: IA 1 Receive office visitors.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum or simulated doctor's office the learner will be able to receive at least three visitors individually. Acceptable performance shall be measured by the documentation of each visitor's reception by a checklist which includes at least each of these tasks performed to the satisfaction of the role-players under general supervision:

- was visitor welcomed
- was purpose of visit determined
- was visitor isolated from others in waiting area if symptoms displayed or purpose of visit indicated presence of a communicable disease
- was appointment confirmed
- was arrival of caller documented
- was chart pulled, reviewed, or started
- was accuracy of medical/dental plan coverage confirmed, or alternate payment arrangements made for services not covered
- was address, telephone number and name on chart confirmed
- was chart made available for the doctor prior to patient contact
- if specimen required, was it courteously requested
- was visitor informed of probable delay if doctor is off schedule

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to receive at least three groups of at least two visitors at one time using the criteria outlined above.

EXPECTED PERFORMANCE: IA 3
MOA 2

Answer the telephone.

INSTRUCTIONAL OBJECTIVE: 1

In a role-play, using tact, and a clear well modulated voice, the learner will be able to process at least three individual calls to a simulated doctor's office. Each call shall be recorded and then documented on a checklist which includes at least the following elements:

- was medical office identified by clinic or doctor's name
- how was purpose of call identified
- how was decision to take action made
- did call need to be referred directly to the doctor
- if so, was call referred directly to the doctor
- was appointment made or other authorized action taken
- if new patient appointment, was patient asked to bring needed billing information with them
- if new patient appointment, was patient's knowledge of office/clinic location confirmed
- was the action taken, or planned, communicated accurately to the caller
- was call recorded accurately
- was action taken recorded accurately

Acceptable performance shall be determined by the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to process at least three sets of at least two calls at one time using the criteria of Instructional Objective No. 1 plus these additional indicators.

- was caller 'cut off' mechanically or verbally
- was any caller left unattended
- was the average number of telephone rings below four

INSTRUCTIONAL OBJECTIVE: 3

The learner will be able to manage alternate answering or paging telephone service by receiving at least three simulated calls from either a mechanical or external answering service, using the criteria above.

EXPECTED PERFORMANCE: MOA 3	IA 4	Simultaneously receive people on the telephone and in person.
INSTRUCTIONAL OBJECTIVE:		In a classroom setting, using tact, and a clear well modulated voice, the learner will be able to answer a series of at least three role-played or taped simulated calls while receiving one or more role-playing visitors to the simulated doctor's office or hospital ward. Acceptable performance shall constitute both expected performance IA1 plus expected performance IA3 for DR/MOA or expected performance IA2 and IA4 for HCW.
EXPECTED PERFORMANCE: MOA 4	IA 5	Relay verbal information.
INSTRUCTIONAL OBJECTIVE:		In at least three simulated and recorded incidents the learner will be able to transmit a role-played patient's message to the doctor or hospital nurse without altering the content, message or emphasis as determined by all three role-players using a common checklist.
EXPECTED PERFORMANCE: MOA 5	IA 6	Make telephone calls.
INSTRUCTIONAL OBJECTIVE: 1		In a role-play, using a telephone system the learner will be able to make at least one each of the following calls to the satisfaction of the role-players and/or the instructor: . Check with simulated answering service . Make or change an appointment . Make/place call for the doctor . Make/place call for the doctor to a pharmacy . Make/place a long distance call . Arrange a consultation with a medical or dental specialist (see Section 10 MOA Handbook) . Arrange hospital booking . Arrange referral to community agency (such as C.A.R.S., Public Health, etc.) . Arrange for pick up from dental laboratory (DR) . Page doctor at hospital (MOA)

continued .

EXPECTED PERFORMANCE: IA 6
MOA 5

Make telephone calls (continued)

Each call must include the following elements:

- Identification of caller and person called
- Purpose of call, including any specific arrangements to be made
- Conclusion of business, including verification of information or specific arrangements
- Termination of call, including courteous closing remarks, such as, "thank you"

Each call shall be recorded using a checklist based on the guidelines on "Telephone Tips" outlined by B.C. Tel or in "Schwarzrook's Effective Dental Assisting", Pratt and Jensen, or equivalent text.

EXPECTED PERFORMANCE: IA 7
DR 6

Process emergency phone calls.

INSTRUCTIONAL OBJECTIVE:

In a role-play setting with an instructor or fellow student and with an instructor or fellow student observing, the learner will be able to process at least six emergency calls. Acceptable performance shall constitute each call and subsequent action steps recorded and measured against a checklist which includes at least the following:

- was voice always calm and well-modulated
- was enough information elicited to choose appropriate emergency resource(s)
- if poisoning suspected was caller asked the name of suspected poisoning substance
- was telephone number of emergency resource(s) and/or emergency code(s) specific to the practice known to learner or found quickly
- were details recorded accurately
- did learner know how to contact doctor or appropriate hospital staff
- was call processed immediately

to the satisfaction of the role-players, the observers and/or the instructor.

EXPECTED PERFORMANCE: IA 8 MOA

Handle on-site medical emergencies.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to apply basic first aid. Acceptable performance shall constitute completion of a recognized basic first aid course such as the St. John's Ambulance Safety Oriented First Aid certificate, or the holding of an equivalent or higher currently valid certificate.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated doctor's office the learner will be able to handle at least three medical/dental emergencies. Acceptable performance shall constitute effective role-played utilization of the appropriate response as determined by observers and/or the instructor using check-lists which include at least the following criteria:

- maintain calm manner
- tactfully handle persons inebriated by alcohol or chemical substances
- seek help from qualified person
- describe and record signs and symptoms of patient's illness or injury if necessary
- position patient in safe and comfortable position
- apply first aid, if necessary
- call poison control centre, if necessary
- arrange for hospital emergency room treatment
- explain doctor's unavailability to patients in reception room if necessary
- ensure maximum patient privacy

May use a simulated office procedure manual for reference.

EXPECTED PERFORMANCE: IA 9 MOA 8

Handle non-medical emergencies.

INSTRUCTIONAL OBJECTIVE: 1

Given specific examples of on-site incidents pertaining to washrooms, fire, security, heating, air conditioning, plumbing, electrical and/or janitorial services, the learner will be able to classify all incidents requiring an emergency response, according to a simulated office procedure manual.

continued

EXPECTED PERFORMANCE: IA 9
MOA 8

Handle non-medical emergencies (continued)

INSTRUCTIONAL OBJECTIVE: 2

Given several case vignettes portraying non-medical emergencies, the learner will be able to handle each case by role-playing the relevant emergency(s) or procedure(s) using a simulated office procedure manual, to the satisfaction of fellow role players and/or the instructor.

EXPECTED PERFORMANCE: IA 10
MOA 9

Manage special needs patients.

INSTRUCTIONAL OBJECTIVE:

In a practicum or taped role-play, the learner will be able to make special physical arrangements and/or special appointments for:

- a patient with restricted limb mobility
- a patient with a phobia
- a patient inebriated by alcohol or chemical substances
- a patient with no or limited English
- a patient who is blind or deaf
- a patient apparently developmentally delayed or presenting a speech impediment
- a very important person such as political or religious dignitary when security or diplomatic protocol is required
- a patient under escort

to the satisfaction of both role-player(s) and/or the instructor and using a checklist based on the written guidelines of community agencies serving the specific special need(s).

EXPECTED PERFORMANCE: IA 11
MOA 10

Comfort and manage children.

INSTRUCTIONAL OBJECTIVE:

In a practicum in a doctor's office, in a pediatric ward, or in a child care setting, the learner will be able to comfort and manage one or more children both to the satisfaction of the child as demonstrated by volume of noise, and facial expression(s), and to the satisfaction of either the child's parent or guardian (if present) and/or others present, using a checklist to assess at least each of the following indicators:

. tone of voice(s)
. learner's direct verbal instructions
. child's response to adult direction
. child's body movement, facial expression, and noise level

EXPECTED PERFORMANCE: IA 12
MOA 11

Provide patient education.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated doctor's office the learner will be able to give an appropriate educational pamphlet on cancer, heart disease, hygiene to a patient according to the procedures in the office procedures manual, to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 3
MOA 2

In a simulated doctor's office or practicum, the learner will be able to give clear and concise information regarding preoperative and postoperative, x-ray, or diagnostic procedures to patients presenting at least one of each of at least four common medical conditions. Acceptable performance shall constitute at least three role-played patient transactions measured against standards set by the practitioner's professional association, the office procedure manual, and/or the recommendations of the Community College Program Advisory Committee.

INSTRUCTIONAL OBJECTIVE: 4
MOA 3

The learner will be able to provide information on community resources available which are pertinent to the patients needs. Successful completion shall constitute matching 10 conditions with the appropriate community resource(s). REFERENCE: Community Resource Book such as Directory of Service Greater Vancouver or equivalent.

continued

EXPECTED PERFORMANCE: IA 12 MOA 11

Provide patient education (continued)

INSTRUCTIONAL OBJECITIVE: 5 MOA 4

The learner will be able to explain specific specimen collection procedures to patients. Acceptable performance shall constitute the instruction or assistance of at least one 'patient' in a simulated office or practicum in the correct method of providing a sputum, feces, or urine specimen to the satisfaction of the role-players, observers, and/or instructors using a checklist based on Chapter 27 of Frederick and Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 6 MOA 5

In a role-play or practicum, the learner will be able to provide information regarding the Medical Services Plan of B.C. Acceptable performance shall constitute providing answers to any patient question regarding Medical Services Plan of B.C. covered in the MSP brochure "Medical Services Plan, a brief description of benefits" published by the Provincial Ministry of Health to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 8 MOA 6

The learner will be able to explain the danger of anaphylactic shock reaction to patients who receive allergy injections. Acceptable performance shall constitute at least three actual or role-played patients informed, assessed by using observers, role-players or the instructor using a checklist based on the Medical Assistants Handbook, Fredrick and Kinn or equivalent text.

EXPECTED PERFORMANCE: IA 13
MOA 12

Perform housekeeping duties.

INSTRUCTIONAL OBJECTIVE: 1

Using a practicum or photographs, slides, or video tape of a doctor's office including:

- desk(s)
- reception area
- treatment room(s)
- laboratory and storage areas,

the learner will be able to identify all areas in need of housekeeping duty as defined by the procedure manual or the simulated office procedure manual to the satisfaction of observers, fellow role-players or the instructor.

INSTRUCTIONAL OBJECTIVE: 2

In a practicum or in a simulated doctor's office/hospital setting the learner will do housekeeping to ensure logical arrangement of the reception area as defined by the office procedure manual and/ or simulated procedure manual, to the satisfaction of the role-players and/or the instructor.

INSTRUCTIONAL OBJECTIVE: 3

In a practicum or in a simulated doctor's office setting, the learner will manage external laundry service. Given at least one laundry invoice, and one laundry delivery the learner will count, check, store and file according to the office procedure manual to the satisfaction of observers, fellow role-players, and/or the instructor.

EXPECTED PERFORMANCE: IA 14
MOA 13

Maintain equipment.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to determine the need for service or replacement of at least 5 pieces of equipment (presented by video tape, slides, photographs or actual items) according to Fredrick and Kinn, chapter 20, manufacturers' specifications, or equivalent guidelines.

continued

EXPECTED PERFORMANCE: IA 14
MOA 13

Maintain equipment.

INSTRUCTIONAL OBJECTIVE: 2

In a practicum or doctor's office, with the aid of the office procedure manual, the learner will be able to contact the appropriate maintenance service for at least 4 pieces of equipment to the satisfaction of observers, fellow role-players or the instructor, using a checklist which includes at least the following:

- did the learner verify the equipment needed maintenance
- was make, model number and other pertinent information found and used accurately
- did learner check for warranty coverage
- did learner check for service contract coverage
- did learner check time priority of service and record details of the service request

INSTRUCTIONAL OBJECTIVE: 3

The learner will be able to maintain at least 2 pieces of equipment by lubricating, changing batteries or replacing any worn part according to manufacturer's specifications, or equivalent written guidelines.

EXPECTED PERFORMANCE: IA 15
DR 14

Store drugs and supplies.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated office the learner will be able to store ten drugs or medical supplies according to usage, classification, need for limited access, shelf life, and expiry date, according to the guidelines of chapter 20 of Fredrick and Kinn and/or a simulated office procedure manual.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated doctor's office the learner will be able to store at least these office supplies:

- billing cards
- appointment cards
- lab requisitions
- W.C.B. or other standard patient report forms
- file folders

according to guidelines of the simulated office procedure manual.

EXPECTED PERFORMANCE: IA 16 MOA 15 — Process mail or deliveries.

INSTRUCTIONAL OBJECTIVE: 1 — In a practicum or simulated office given a selection of incoming mail, the learner will be able to process mail according to office policy using a checklist based on the office procedures manual and assessing at least the following:

- was the mail sorted
- was the mail opened, stamped
- was the mail distributed promptly
- was the mail distributed to the proper place(s)
- was misdirected mail appropriately redirected

INSTRUCTIONAL OBJECTIVE: 2 — In a practicum or simulated office setting given a selection of at least 10 pieces of outgoing mail the learner will be able to process mail ensuring all post office or courier service requirements are met.

EXPECTED PERFORMANCE: IA 17 MOA 16 — Prepare requisitions for patient diagnostic procedures.

INSTRUCTIONAL OBJECTIVE: 1 — The learner will be able to prepare at least five requisitions for diagnostic procedures done on patients including at least one E.C.G., one X-ray, one routine blood work, one Provincial Health lab and one Central Cytology lab requisition, providing all information required according to a checklist based on external or internal facility requirements.

EXPECTED PERFORMANCE: IA 18 MOA 17 — Prepare standard patient report and/or waiver forms.

INSTRUCTIONAL OBJECTIVE: 1 — In a simulated doctor's office the learner will be able to prepare standard forms such as Pre-Natal, W.C.B., D.V.A., Human Resources, I.C.B.C., Indian Affairs, Prepaid medical/dental forms using the correct external agency procedure(s) and to the level of completion specified by the office procedures manual (Forms and Clinical Procedures section).

continued

EXPECTED PERFORMANCE: IA 18
MOA 17

Prepare standard patient report and/or waiver forms (continued)

INSTRUCTIONAL OBJECTIVE: 2

In a simulated doctor's office the learner will be able to prepare standard patient permission or waiver forms. Acceptable performance shall constitute at least one permission to release patient information and one medical liability (such as sterilization or abortion) form completed according to the office procedures manual.

INSTRUCTIONAL OBJECTIVE: 3

In a simulated doctor's office the learner will be able to prepare for signature at least three employment or insurance proof of medical/dental time loss forms and letters from information on patients' charts and/or from information supplied by patient and/or doctor according to guidelines supplied by the issuer of the form(s) or found in the office procedures manual.

EXPECTED PERFORMANCE: IA 19
MOA 18

Operate business machines.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to operate business machines. In a simulated doctor's office the learner will be able to complete at least one task using each piece of at least the following equipment:

- calculator
- duplicating processors, copiers
- postage scale and meter
- telephone equipment (including telephone answering/recorder if any)
- transcription equipment
- keyboard (typewriter, word processor or computer terminal)

Acceptable performance shall be measured by at least two observers using checklists based on manufacturers' instructions.

EXPECTED PERFORMANCE: IA 2G
MOA 19

Compose business correspondence.

INSTRUCTIONAL OBJECTIVE: 1

The learner will compose at least one memo or letter with appropriately addressed envelope: ordering supplies, referring a patient, arranging an appointment, and three types of request for payment for professional services following written or verbal instructions from the "doctor". Correspondence shall be in accord with the precedence book or office procedure manual of the simulated practice and/or the standard set by the Business Educator's Association.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated doctor's office situation or case study, the learner will, without written or verbal instructions from the "doctor" recognize the need for and compose business correspondence as defined above.

I CLERICAL

B TIME MANAGEMENT

EXPECTED PERFORMANCE: IB 1 MOA — Organize work priorities.

INSTRUCTIONAL OBJECTIVE: 1 — In a classroom or simulated doctor's office the learner will be able to identify at least 20 routine duties as being performed either daily, weekly, semi-monthly or monthly according to the office or hospital procedure manual, or as defined in Fredrick & Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 2 — In a classroom or simulated doctor's office the learner will be able to prepare a work schedule for a one month period using the duties identified in Instructional Objective No. 1 to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 3 — Given emergency and priority changes the learner will be able to reschedule the daily work schedule prepared in Instructional Objective 2 to accommodate the changes.

The revised schedule shall meet the criteria of the office procedure manual.

EXPECTED PERFORMANCE: IB 2 MOA — Schedule appointments.

INSTRUCTIONAL OBJECTIVE: 1 — Given examples of at least four types of office practice (including one solo practitioner, one group, and one specialist) the learner will select a different and appropriate appointment system for each practice using the guidelines of the Medical Office Assistant Handbook, Section 3 and/or Chapter 7 of Fredrick and Kinn or equivalent.

continued

EXPECTED PERFORMANCE: IB 2
MOA

Schedule appointments.

INSTRUCTIONAL OBJECTIVE: 2

Given a list of 'patients' with their standard time units the learner will be able to schedule a minimum of 25 patient appointments using the Mardan appointment system or equivalent.

INSTRUCTIONAL OBJECTIVE: 3

In a role-play, the learner will schedule at least 50 appointments for a simulated doctor's office.

Acceptable performance shall be measured by a checklist based on guidelines in Chapter 7 of Fredrick and Kinn and/or Section 3 of the Medical Office Assistant Handbook and the office procedure manual and include at least the following elements:

. appointment cards
. doctor's personal commitment
. "walk-in" or "work-in" appointments
. cancellations by patient
. recall policy
. "fill-in" for empty time block
. cancellation by doctor
. financial responsibility (new patients)
. "no-show" policy
. pharmaceutical representatives
. maintenance of confidentiality of patient appointments

EXPECTED PERFORMANCE: IB 3
MOA

Maintain appointment system.

INSTRUCTIONAL OBJECTIVE: 1

Given a written exercise, based on a list of a simulated practice's standard time periods for common procedures, the learner will be able to determine the unit of time for at least each of twenty patient procedures including an insurance company physical, a routine Pap smear, and an allergy injection without error, or to the standard of the College.

continued

EXPECTED PERFORMANCE: IB 3 MOA — Maintain appointment system (continued)

INSTRUCTIONAL OBJECTIVE: 2

In a simulated doctor's office or practicum, given at least five patients presenting different needs, the learner will be able to calculate time required for the patient's appointment, to the satisfaction of the role-players, observers and/or the instructor using a checklist based on the office procedure manual or guidelines of the Medical Office Assistant Handbook, Section 3, Chapter 7 of Fredrick and Kinn or equivalent text.

INSTRUCTIONAL OBJECTIVE: 3

In a simulated multi-doctor practice the learner will be able to role-play the booking of at least 50 patients using time units, and allowing the doctor time to see a salesman and one visiting doctor. Acceptable performance shall constitute satisfaction of the criteria outlined above.

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: IC 1

Assist the doctor to develop or revise an office procedure manual.

INSTRUCTIONAL OBJECTIVE:

Over the length of the program, the learner will be able to create an office procedure manual for a simulated practice. Acceptable performance shall constitute by the end of the program, a manual which is comprehensive enough and well enough organized to be used by at least two students and/or an instructor to answer a minimum of four specific questions about the simulated practice in any of the following practices, policies or resource areas:

1. appointment system
2. answering service procedure
3. banking
4. billing
5. business correspondence
6. collection policy
7. emergency procedures
8. filing, including non-active filing, and patient re-call system(s)
9. forms and clinical procedures
10. hiring policies
11. hospital booking procedures
12. housekeeping guidelines
13. inventory, including drugs and supplies
14. location of office records and other reference material
15. mail and/or courier service guidelines
16. medical/dental periodical and reference library management
17. non-medical emergency procedures
18. ordering procedures to replace commonly used forms
19. patient referral procedure
20. payroll and fringe benefit policy
21. record keeping
22. renewal of prescriptions
23. schedule of periodic duties
24. source listing or educational pamphlets
25. statutory and non-statutory holidays
26. subscriptions
27. telephone log procedure

EXPECTED PERFORMANCE: IC 2 — Perform office banking duties.

INSTRUCTIONAL OBJECTIVE: 1 — In a simulated doctor's office or practicum, given a selection of cheque and cash payments, the learner will be able to prepare at least one bank deposit according to bank procedures and generally accepted accounting principles.

INSTRUCTIONAL OBJECTIVE: 2 — In a simulated doctor's office the learner will be able to reconcile a bank statement with monies deposited without error.

INSTRUCTIONAL OBJECTIVE: 3 — Given a specific "stop payment" request situation, the learner will be able to identify all standard procedures necessary to "stop payment".

EXPECTED PERFORMANCE: IC 3 — Set up filing systems.

INSTRUCTIONAL OBJECTIVE: 1 — Given a selection of documents from a simulated practice including at least one example of:

- the daily journal
- financial records including payroll
- tax records
- medical briefs (MOA)
- research material
- patient history
- medical or dental reports
- correspondence from consulting doctors

the learner will be able to set up at least two filing systems cross-referenced to allow retrieval of any document within two and one half minutes. Acceptable performance shall also require participation in a class discussion of the choice between numeric, alphabetic by name, and alphabetic by name and color code filing systems and among individual family history charts and group charts.

continued

EXPECTED PERFORMANCE: IC 3 — Set up filing systems.

INSTRUCTIONAL OBJECTIVE: 2 — Drug and supply records

In a simulated doctor's office, the learner will be able to set up an inventory and control system for drugs and one for supplies; using either an order control card system or a bound book; and with a minimum of two errors.

INSTRUCTIONAL OBJECTIVE: 3 — Financial records

The learner will be able to set up at least two of the following three financial recording systems:

- the single entry record of receipts and disbursements
- the double entry system by journalizing and posting entries to ledgers
- or the one-write system (such as Mardan) of posting financial records such as employee record cards, payroll register, pay cheques and employee statements

to generally acceptable accounting principles without error or to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 4 — Petty Cash

The learner will be able to set up a file system to record petty cash according to generally accepted accounting principles.

INSTRUCTIONAL OBJECTIVE: 5 — Telephone Log

In a simulated doctor's office, given a set of doctor preferences, the learner will be able to set up a system to record important details of incoming calls to accommodate all preferences according to the office procedure manual.

continued

INSTRUCTIONAL OBJECTIVE: 6

Date file for Medical Plan billing control

Given a minimum of 100 cards the learner will be able to set up a date file system for M.S.P. plan duplicate billing cards. Acceptable performance shall constitute the retrieval of at least 6 of 100 filed cards within 2 minutes.

INSTRUCTIONAL OBJECTIVE: 7

Subject tabbed re-call file

Given at least 50 examples of patient Pap tests, pre-natal visits, and/or periodic injection records such as for immunization, the learner will be able to set up a re-call file for patients needing periodic treatment. Acceptable performance shall be measured by retrieving a patient file within two minutes.

INSTRUCTIONAL OBJECTIVE: 8

Payroll record

Given at least six TD1, TD4 and separation certificate documents, time sheets and monthly tax remittance forms the learner will be able to set up a payroll record file permitting retrieval of any current or past employee record within two minutes.

EXPECTED PERFORMANCE: IC 4 Maintain filing systems.

INSTRUCTIONAL OBJECTIVE: 1

Patient record, financial record, general correspondence

In a simulated doctor's office the learner will be able to maintain filing systems. Acceptable performance shall constitute the maintenance of a simulated daily journal for at least two days, and retrievable filing of patient records, other financial records, general correspondence documents including at least two each of: laboratory reports, x-ray reports, supply invoices, cancelled cheques, transfers of a portion of redundant information from a family file, transfers of a "dead" file to the storage area for non-active files and the organizing of the content of at least two patient files. In addition, the learner will ensure that chart entries are completed daily.

INSTRUCTIONAL OBJECTIVE: 2

Drug and supply records

In a simulated doctor's office the learner will be able to maintain a file system on drug and supply records by documenting five additions and five withdrawals from inventory without error, complying with Narcotic Control Act.

INSTRUCTIONAL OBJECTIVE: 3

Financial records

The learner will be able to maintain financial records using at least two of:

- the single entry record of receipts and disbursements,
- the double entry system by journalizing and posting entries to ledgers,
- or the one-write system (e.g. Mardan) of posting financial records such as employee record cards, payroll register, pay cheques and employee statements.

Acceptable performance shall constitute the posting of at least fifty items according to generally acceptable accounting principles without error or to the standard of the College.

continued

INSTRUCTIONAL OBJECTIVE: 5

Telephone log

The learner will be able to maintain telephone log by recording important details of at least twenty scripted role-played telephone calls and compare his/her log to the scripted details to determine accuracy with a maximum of 2 errors.

INSTRUCTIONAL OBJECTIVE: 6

Date file MSP plan billing control

The learner will be able to maintain a MSP plan duplicate card control file by comparing MSP plan computer print-outs with the office control file and taking action to resolve errors or omissions following procedures outlined by the plan and/or office procedures manual.

INSTRUCTIONAL OBJECTIVE: 7

Subject tabbed re-call file

The learner will be able to maintain periodic service such as the Pap test, and injection recall files. Acceptable performance shall constitute the set up and use of recall procedures of at least twenty patient records of a simulated practice using the office procedures manual without error or with a maximum of two corrected errors.

INSTRUCTIONAL OBJECTIVE: 8

Payroll Records

The learner will be able to file at least a dozen incoming payroll documents in a simulated doctor's office according to the office procedure manual without error.

EXPECTED PERFORMANCE: MOA 5	IC 6	Convert metric measurements.
INSTRUCTIONAL OBJECTIVE:		Using conversion tables or conversion factors and a calculator the learner will be able to convert height, weight and volume measurements. Acceptable performance shall constitute at least twenty metric measurements converted to non-metric equivalents, and twenty non-metric measurements to their metric equivalent to the standard of the College.
EXPECTED PERFORMANCE: MOA 6	IC 7	Manage the practice's library.
INSTRUCTIONAL OBJECTIVE:		In a practicum or simulated doctor's office, given at least two technical periodicals, directories, bulletins and/or government notices the learner will be able to manage a simulated Medical library following guidelines in the Office Procedures Manual to the satisfaction of observer(s), fellow students, and/or the instructor, using a checklist which includes at least the following: - were non-medical subscription periodicals ordered or renewed in accordance with office policy - were medical subscription periodicals filed, ordered or renewed in accordance with office policy - were amendments to manuals and government bulletins filed correctly after being seen by the doctor
EXPECTED PERFORMANCE: MOA 7	IC 8	Prepare a list of drugs and supplies needed to restore inventory.
INSTRUCTIONAL OBJECTIVE: 1		In a simulated doctor's office given a list of at least 20 drugs, or supplies, the learner will be able to prepare purchase order(s) (if needed) for supplies and drugs according to the office procedure manual.
INSTRUCTIONAL OBJECTIVE: 2		In a simulated doctor's office given a list of at least twenty office supplies, the learner will be able to prepare purchase order(s) (if needed) according to the office procedure manual.

EXPECTED PERFORMANCE: IC 9 — Manage the Medical Plan account(s).
MOA 8

INSTRUCTIONAL OBJECTIVE: 1 — Given at least twenty-five simulated patient charts the learner will be able to select the appropriate medical plan billing procedure without error or to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2 — In a simulated doctor(s) office, given at least 100 professional services performed, the learner will be able to complete MSP billing cards and procedures according to the current "Guide to the submissiona of Physician's Accounts for Insured Services" and "Payment Schedule" and MSP book.

INSTRUCTIONAL OBJECTIVE: 3 — In a simulated doctor(s) office the learner will be able to complete at least twenty MSP referral cards for a selection of twelve specialities.

INSTRUCTIONAL OBJECTIVE: 4 — In a simulated office practice, given a remittance statement from MSP, a code for rejected claims, and duplicate copies of at least 100 MSP cards, the learner will be able to process incorrect claims.

EXPECTED PERFORMANCE: IC 10 — Manage non-medical plan charges for professional MOA 9 services.
MOA 9

INSTRUCTIONAL OBJECTIVE: 1 — In a simulated doctor's office, the learner will be able to manage non-medical plan charges for professional services. Acceptable performance shall constitute at least twenty simulated patient's accounts managed in accordance with the guidelines of the office procedure manual as determined by a checklist which includes at least the following elements:

- was estimate of cost prepared for patient
- was patient payment plan documented
- was patient billed correctly
- were receipts issued
- were all fees paid and documented
- if necessary, was a telephone call, collection letter(s), or collection agency referral instigated
- were payment records accurate and organized to accordance with generally accepted accounting principles

EXPECTED PERFORMANCE: IC 11 Manage payroll.
MOA 10

INSTRUCTIONAL OBJECTIVE:

The learner will be able to manage the payroll of a simulated doctor's office for a practice period from at least December to March, or a one month one-write payroll system. Acceptable performance shall constitute all paycheques; all TD1,TD4 and other tax forms; all C.E.I.C. separation certificates, and all non-statutory deduction records completed according to written government guidelines and/or the office procedures manual without error or with a minimum of five corrected errors.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE:	ID 1	Clarify medical professionals' dictation techniques.
INSTRUCTIONAL OBJECTIVES:		In a role-play, or practicum the learner will be able to clarify dictation techniques with "doctors" by explaining the efficient use of one of the standard dictating machines to minimize transcription errors which might be caused by inefficient use of equipment using a checklist based on manufacturer's suggested guidelines.
EXPECTED PERFORMANCE:	ID 2	Transcribe medical reports for which no pre-printed form exists.
INSTRUCTIONAL OBJECTIVE:		In a classroom or practicum the learner will be able to transcribe medical reports for which no pre-printed form exists. Acceptable performance shall constitute the transcription of dictation from at least 12 specialities without error or with a maximum of five corrected errors per dictation.
EXPECTED PERFORMANCE:	ID 3	Transcribe handwritten and/or dictated reports.
INSTRUCTIONAL OBJECTIVE:		In a simulated doctor's office or practicum, the learner will be able to transcribe handwritten reports of at least two handwritten lecture notes, two committee minutes, two letters, and two consultations. Acceptable performance shall constitute no errors or a maximum of two corrected errors per article.

EXPECTED PERFORMANCE: ID 5
MOA 4

Transcribe dictated material onto preprinted forms.

INSTRUCTIONAL OBJECTIVE:

In a practicum or classroom setting, from a minimum of ten samples of dictation or simulated dictation, the learner will use preprinted forms to transcribe dictated material onto the appropriate WCB, ICBC, hospital admission or other form. Acceptable performance shall be measured by comparison of the transcription tape to the completed preprinted form without error or with a maximum of five corrected errors per dictation, and no error in the selection of the appropriate form.

EXPECTED PERFORMANCE: ID 7
MOA 5

Simultaneously edit, correct and transcribe material.

INSTRUCTIONAL OBJECTIVE: 1

In a classroom setting the learner will be able to edit transcribed material by adjusting the phraseology and identifying discrepancies which require further clarification. Acceptable performance shall constitute a minimum of six samples of simulated dictation edited to the standard of the college instructor or the practicum supervisor, and/or with no errors as determined by comparison of the transcription tape to final copy adjusted to recorded clarification remarks made by the person who originated the dictation.

INSTRUCTIONAL OBJECTIVE: 2

In a classroom setting or practicum the learner will be able to correct transcribed material using reference material or contacting the doctor directly to rectify incomprehensible dictation. Acceptable performance shall constitute a minimum of six simulated samples of dictation with carbon copies incomprehensible words or phrases identified and corrected.

INSTRUCTIONAL OBJECTIVE: 3

In a classroom setting or practicum the learner will be able to simultaneously edit and transcribe dictated material.

Acceptable performance shall constitute a minimum of six samples of simulated dictation transcribed and simultaneously corrected for phraseology, and rectify discrepancies or incomprehensible dictation rectified to the satisfaction of the doctor or the general standard indicated by instructional objectives 1 and 2 above.

II CLINICAL

EXPECTED PERFORMANCE: II 1

Take and record vital signs, and height and weight.

INSTRUCTIONAL OBJECTIVF

The learner will be able to take and record vital signs. Acceptable performance shall constitute taking and recording the vital signs of at least two people (using fingers on wrist and a watch with a 2nd hand; stethoscope; a sphygmomanometer; an oral thermometer). Each reading must be consistent with two independent readings of each vital sign.

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to take and record the height and weight of at least one adult and one child with readings consistent with at least two independent readings of the same adult(s) or child(ren).

EXPECTED PERFORMANCE: II 2

Prepare trays and equipment for medical, surgical procedures.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum or simulated doctor's office setting the learner will be able to prepare trays for medical, surgical procedures using prepackaged sterile disposable instruments. Acceptable performance shall constitute the preparation of at least a minor surgery tray and pelvic tray to the standards of the doctor and/or a checklist based on section 26 of the Medical Office Assistant Handbook, Chapter 26 of Fredrick and Kinn, or equivalent.

INSTRUCTIONAL OBJECTIVE: 2

In a practicum or simulated doctor's office the learner will be able to prepare trays for medical/surgical procedures using instruments and supplies sterilized in the office using autoclave, boiling water (or chemical methods). Acceptable performance shall constitute at least a minor surgery tray and a pelvic tray prepared using instruments and supplies sterilized in the office to the standards of the doctor and/or a checklist based on Section 26 of the Medical Office Assistant Handbook, Chapter 26 of Fredrick and Kinn, or equivalent text.

continued

EXPECTED PERFORMANCE: II 2 — Prepare trays and equipment for medical, surgical procedures. (continued)

INSTRUCTIONAL OBJECTIVE: 3 — In a practicum or simulated doctor's office the learner will be able to, without reference, prepare medical/surgical trays using both prepackaged and office sterilized instruments and supplies. Acceptable performance shall constitute at least two trays and soft rubber goods such as a soft catheter; an instrument with hinges (e.g. hemostat); a sharp instrument (e.g. surgical scissors) and a canister (e.g. cotton ball cannister) prepared to the doctor's satisfaction and/or a checklist based on the references in Instructional Objective No. 1.

EXPECTED PERFORMANCE: II 3 — Position and drape patient for basic and specific exams or procedures.

INSTRUCTIONAL OBJECTIVE: 1 — The learner will be able to identify the correct position and draping procedures for basic and specific medical exams and procedures. Acceptable performance shall constitute the identification of each of at least seven positions for examinations and/or procedures and the appropriate draping for each position as measured by a written test based on Chapter 28 of Fredrick and Kinn or Section 25 of the Medical Office Assistant Handbook or equivalent text, to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2 — In a simulated practice or practicum the learner will be able to position and drape patients for basic and specific medical exams and procedures. Acceptable performance shall constitute at least six patients positioned and draped in accordance with the patient's physical condition, age, probable level of shyness or modesty, and the examination or procedure to be performed to the satisfaction of the doctor and/or in accordance with the approached detailed in Chapter 28 of Fredrick and Kinn, or Section 25 of the Medical Office Assistant Handbook or equivalent text.

EXPECTED PERFORMANCE: II 4 — Assist doctor with specific exams and procedures.

INSTRUCTIONAL OBJECTIVE:

In a role-play the learner will be able to assist the doctor with specific exams and procedures by anticipating or responding to the doctor's request for instruments and supplies. Acceptable performance shall constitute the learner assisting the doctor in at least two common exams or procedures such as a change of sterile dressing, and holding a child for an injection, to the satisfaction of the role-players and measured against a checklist based on Fredrick and Kinn Chapter 31 or equivalent text.

EXPECTED PERFORMANCE: II 5 — Prepare specimens for external analysis.

INSTRUCTIONAL OBJECTIVE:

The learner will be able to prepare specimens for external analysis. Under supervision, in a practicum or a simulated clinical setting, the learner shall place in suitable containers and label with patient's name, at least one specimen or simulated specimen of a tissue biopsy, sputum, feces, urine, blood and bacteriological swab, and add preservatives if necessary, to the satisfaction of the doctor and/or using a checklist based on written laboratory guidelines or Chapter 27 or Fredrick and Kinn or equivalent.

EXPECTED PERFORMANCE: II 6 — Perform a routine urinalysis.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated doctor's office given at least one urine specimen and a bottle of N. Multistix the learner must match the stix to the colour seal on the bottle at the appropriate time interval, and then record the results. The learners' results must be within 15% of three independent results of the same specimen.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated doctor's office given at least one urine specimen for pregnancy testing the learner will use the Pregnosticone, the Demco or the Brevendex U.C.G., or other recognized brand to determine possible pregnancy. Acceptance performance shall constitute results consistent with two independent tests of the same urine.

EXPECTED PERFORMANCE: II 7 Perform a routine hemoglobin test.

INSTRUCTIONAL OBJECTIVE: 1 Using a sterile lancet, a hemolysis applicator, an alcohol swab, a hemoglobinometer the learner will perform at least two skin prick hemoglobin tests. Acceptable performance shall constitute no more than a 15% variation of measurement from three independent tests of the same blood and a procedure checklist based on "Clinical Procedures for Medical Assistants" by Bonewit or "The Medical Office Assistant" by Frederick and Kinn.

III PROFESSIONAL

A MEDICAL/DENTAL KNOWLEDGE: ANATOMY AND PHYSIOLOGY

EXPECTED PERFORMANCE: IIIA 1

Describe the major function(s) of each body system.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to, without error or omission, describe the major function(s) of each body system to the level of complexity found in a simplified text such as "Atlas of Human Functional Anatomy" by Hopkins, "Basic Human Anatomy and Physiology's" by Dienhart or "Principles of Anatomy and Physiology" (2nd Edition) by Tortora and Anagnostakos. Acceptable performance shall constitute completion of a written examination based on the text(s) currently used by the instructor to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to, without error or omission, describe the major function(s) of each body system in relation to the body as a whole to the level of complexity found in a simplified text such as "Atlas of Human Functional Anatomy" by Hopkins, or "Basic Human Anatomy and Physiology" by Dienhart or "Principles of Anatomy and Physiology" (2nd Edition) by Tortora and Anagnostakos. Acceptable performance shall constitute completion of an examination based on the text(s) currently used by the instructor.

EXPECTED PERFORMANCE: IIIA 3
MOA 2

Use medical directional terms.

INSTRUCTIONAL OBJECTIVE:

Given numbered anatomical diagram(s) the learner will be able to use directional terms (quadrants, planes, and relative position of body cavities) to describe the relative position of at least fifty body parts, and how they relate to the body as a whole according to Chapters 27-28 of Fredrick and Kinn or any standard text, without error or to the standard of the College.

EXPECTED PERFORMANCE: IIIA 4 MOA 3

Identify anatomical parts.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to identify all anatomical parts found in the Medical Office Assistant's Handbook Section 29 (or an equivalent basic list approved by the College) without error. Acceptable performance shall constitute identification of actual body parts, models, numbered anatomical diagram(s), or photograph(s) given in a timed written examination of at least fifty questions.

EXPECTED PERFORMANCE: IIIA 5 MOA 4

Explain basic function of major anatomical parts.

INSTRUCTIONAL OBJECTIVE:

Given a multiple choice test the learner will be able to explain the basic function of at least fifteen anatomical parts according to the standard text(s) currently used by the College such as "The Human Body in Health and Disease" by Memmler/Wood, with no more than a 35% error rate or to the standard of the College.

A MEDICAL/DENTAL KNOWLEDGE: DISEASE PROCESS

EXPECTED PERFORMANCE: IIIA 6 MOA 5
Identify pathogenic contamination process.

INSTRUCTIONAL OBJECTIVE: 1
In a practicum, a role-play and/or on a written test illustrating patients presenting possible pathogenic disease, the learner will identify the pathogenic contamination process. Acceptable performance shall be measured by the documentation of correct recognition by role-players using a checklist or by a written test based on the common communicable diseases and their principal methods of transfer described to the level of complexity found in Tortora & Anagnostakos, Frederick and Kinn, Chapter 22 or equivalent text(s).

INSTRUCTIONAL OBJECTIVE: 2
Given a written examination based on the most common communicable diseases, their immunization schedule and the Public Health Act, the learner will identify measures commonly used to prevent pathogenic contamination. Acceptable performance shall constitute no more than three errors or to the standard of the College.

EXPECTED PERFORMANCE: IIIA 7 MOA 6
Identify principle methods of preventing contamination.

INSTRUCTIONAL OBJECTIVE:
In a practicum or simulated office setting the learner will identify at least twenty examples of cleanliness, asepsis and sterile techniques without error, according to guidelines found in "Clinical Procedures for Medical Assistants" by Bonewit, "Frederick and Kinn", and/or the M.O.A. Handbook without error.

EXPECTED PERFORMANCE: MOA 7	IIIA 8	Identify the inflammatory infections and healing processes.
INSTRUCTIONAL OBJECTIVE:	1	In a practicum and/or written test the learner will be able to identify orally and in writing at least twenty symptoms specific to the inflammatory response, infectious process or healing process, as illustrated by patients or by coloured photograph to the level of complexity of a basic text such as the Workers' Compensation Board First Aid Manual or equivalent.
INSTRUCTIONAL OBJECTIVE:	2	Using medical descriptors the learner will be able to state all four basic signs and/or symptoms of the inflammatory process as defined in the Workers' Compensation Board First Aid Manual or equivalent without error.

A MEDICAL/DENTAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: IIIA 9
MOA 8

Use reference resources.

INSTRUCTIONAL OBJECTIVE: 2
MOA 1

In a practicum or simulated doctor's office the learner will be able to use appropriate reference sources when performing office or patient procedures. Acceptable performance shall constitute the selection and correct use of at least the following reference resources at least once in actual or role-played problem solving situations to the satisfaction of observers, fellow role-players and/or the instructor using checklists:

-English and Medical Dictionaries
-Telephone and B.C./Canadian Physician Directories
-Drug book (CPS)
-B.C. Medical Journal
-Guide to the submission of Physicians Accounts for Insured Services (MSP), and Relative Value Guide to Fees
-B.C. Medical Services Act and Regulations
-Worker's Compensation Board Guide to Services
-Office Procedures Manual or simulated manual
- Medical Services Commission Diagnostic Numeric Code Index

EXPECTED PERFORMANCE: IIIA 10
MOA 9

Describe main applications of data processing to medical practice.

INSTRUCTIONAL OBJECTIVE: 1

In a group setting the learner will be able to describe the main applications of data processing to medical practice (such as medical and financial records, diagnostic screening) according to the standard of the College and/or the recommendations of the Course Advisory Board.

EXPECTED PERFORMANCE: IIIA 11
MOA 10

Identify the principles of basic pharmacology and drug administration.

INSTRUCTIONAL OBJECTIVE: 1

Given at least forty examples of drugs in each of at least twenty classifications, the learner will identify their actions to the level of complexity found in the MOA Handbook or equivalent text, without error.

continued...

EXPECTED PERFORMANCE: IIIA 11
MOA 10

Identify the principles of basic pharmacology and drug administration (continued)

INSTRUCTIONAL OBJECTIVE: 2

Given a list of at least twenty situations requiring the use of drugs, the learner will be able to identify the appropriate routes of drug administration, as found in "Frederick and Kinn" or equivalent text with no more than 20% error, or to the standard of the College or Course Advisory Board.

EXPECTED PERFORMANCE: IIIA 12
MOA 11

Identify common generic and brand name drug terminology.

INSTRUCTIONAL OBJECTIVE: 1

Given a list of at least fifty common pharmaceutical products the learner will be able to identify each by category (antibiotic, analgesic, antacid, minor tranquilizer/sedative, barbiturate, corticosteroid, decongestant, narcotic or contraceptive) and differentiate generic from brand name. Acceptable performance shall constitute no errors or a maximum of five corrected errors on a timed open book examination based on D.L. Smith's Medication Guide, Tortora and Anagstakos, or equivalent text.

INSTRUCTIONAL OBJECTIVE: 2

Given medical transcription containing at least twenty-five 100 common pharmaceutical products the learner will check and correct the spelling and/or usage of the product as dictated, using an approved reference such as the C.P.S or equivalent. Acceptable performance shall constitute no errors or to the standard of the College.

EXPECTED PERFORMANCE: IIIA 13
MOA 12

Identify component parts of medical/dental terms.

INSTRUCTIONAL OBJECTIVE:

Given at least fifty commonly used medical terms the learner will be able to explain their roots or stems, prefixes and suffixes without error or with a maximum of three corrected errors using a standard medical reference such as Taber's Encylopedia.

EXPECTED PERFORMANCE: MOA 13	IIIA 14	Use symptom, diagnosis, operation, and treatment medical/dental terms.
INSTRUCTIONAL OBJECTIVE:	1	Given an oral and/or a written test of at least 200 terms and definitions based on Sister Frennay's "Understanding Medical Terminology" or equivalent texts, the learner will be able to use symptom, diagnosis, operation and treatment terminology without error or with a maximum of 10 corrected errors.
EXPECTED PERFORMANCE: MOA 14	IIIA 15	Use standard medical/dental abbreviation(s) and symbol(s).
INSTRUCTIONAL OBJECTIVE:		Given a list of at least 50 abbreviations and symbols commonly used in patient histories, pharmacy requests or medical/dental transcription, the learner will be able to state or list the full word or words they represent according to the standard medical dictionary or text(s) used by the College, within the error rate established by the College or the Course Advisory Board.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: IIIB 1 Maintain patient confidentiality.

INSTRUCTIONAL OBJECTIVE:

In a simulated doctor's office, department, or in a practicum, the learner will be able to maintain patient confidentiality by excluding access to patient records from unauthorized persons. Acceptable performance shall constitute at least five role-plays measured by a checklist which includes at least the following criteria:

- no patient records left in view unattended
- all inquiries regarding patient file were answered in accordance with the Canadian Medical Association Code of Ethics & Practitioners' Records of Medical Act Regulations
- all inquiries regarding patient answered in accordance with the simulated (or actual) office procedure manual
- all patient records kept for the statutory time periods

EXPECTED PERFORMANCE: IIIB 2 Show concern for patient feelings.

INSTRUCTIONAL OBJECTIVE:

In a role-play consisting of an observer, instructor and a "patient", the learner will be able to show concern for the "patient's" feelings. In a review of the role-play by discussion and/or video tape replay, the interpretation of the patient's feelings and the patient's understanding of the learner's empathy shall seem appropriate to all participants. Participants may measure performance using a checklist including:

- were events or responses described without placing value judgment
- did learner clarify "patient's" communication by paraphrasing
- did learner give undivided attention to "patient" by maintaining eye contact
- did learner perform other tasks
- did learner give evidence of hearing and understanding through active listening and/or body language.

EXPECTED PERFORMANCE: IIIB 3 Handle stress.

INSTRUCTIONAL OBJECTIVE:

In at least five recorded role-played situations the learner will be able to remain calm under stress to the satisfaction of observers, role-players and/or the instructor. Sample stress situations may include:

- contact with the patient, who is unaware of a terminal diagnosis
- maintaining normal working relation with patient during the transitional period of serious illness
- attending medical emergencies

EXPECTED PERFORMANCE: IIIB 4 Model professional personal appearance.

INSTRUCTIONAL OBJECTIVE: 1

During the program the learner will be able to model personal appearance, hygiene and grooming to expected professional standards. Acceptable performance shall constitute a checklist completed by at least two students based upon standards of personal appearance, hygiene, oral hygiene, and grooming recommended by the Community College Advisory Board for the program.

INSTRUCTIONAL OBJECTIVE: 2

In group discussion the learner will be able to consider the legal and psychological implications of his/her working clothing. Acceptable performance shall constitute active participation.

INSTRUCTIONAL OBJECTIVE: 4 MOA 3

In group discussion the learner will be able to differentiate personal attitude and/or moral positon from the responsibilities to society, to the patient, and to the medical profession as defined by the Canadian Medical Association Code of Ethics and the Code for Safeguarding of Health Information of the RNABC.

EXPECTED PERFORMANCE:	IIIB 5	Maintain effective working relationship(s) with co-worker(s) and doctor(s).
INSTRUCTIONAL OBJECTIVE:	1	In a simulated doctor's office the learner will be able to maintain an effective working relationship with co-workers and doctors by handling three office incidents including at least a request for overtime with little or no notice, an unexplained absence of a staff member, and a basic difference of opinion. Acceptable performance shall constitute agreement by fellow role-players, observers, or the instructor using a checklist for determining that an effective working relationship was maintained.
INSTRUCTIONAL OBJECTIVE: 3 MOA 2		In group discussion the learner will be able to identify legal and psychological implications of working when health problems would interfere with expected work performance. Acceptable performance shall constitute active participation.

III PROFESSIONAL

C PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE: IIIC 1 Facilitate non-professional staffing.

INSTRUCTIONAL OBJECTIVE:

In a practicum or simulated doctor's office, given at least two sets of circumstances potentially solved by the hiring of additional or replacement support staff the learner will facilitate sound personnel management to the satisfaction of the doctor/clinic manager, an observer, and/or the instructor and fellow role players, using a checklist based on the office or simulated office procedures manual which includes at least the following:

- how was doctor or clinic manager informed of anticipated need for additional staff to maintain clerical/clinical support
- how was doctor or clinic manager informed of anticipated need for replacement of existing staff
- how were specific job duties and conditions of employment determined
- how were specific job requirements for use at screening interviews recorded

If need for additional or replacement staff is confirmed and initial staffing action delegated to MOA or DR, how did he or she:

- screen additional or replacement staff who "walked" or respond to "grapevine" or to other more specific job hunting techniques
- prepare short list of candidates with evaluated resumes or application forms for doctor's approval
- contact candidates with offer of employment or job interview with doctor
- maintain working contact with normal sources of employees

EXPECTED PERFORMANCE: IIIC 2 — Conform to Human Rights Codes.

INSTRUCTIONAL OBJECTIVE:

Given a written exam consisting of case vignettes of doctor's office of areas possibly covered by the Human Rights Codes of Canada and British Columbia, the learner will be able to (without reference) identify actions which conform to the code. Acceptable performance shall constitute no more than three errors on at least 10 case vignettes, or the standard of the College.

EXPECTED PERFORMANCE IIIC 3 — Negotiate terms of employment.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated doctor's office the learner will be able to negotiate a common law (verbal) contract. Acceptable performance shall constitute the negotiation of at least three terms or conditions of employment to the satisfaction of both parties.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated office setting the learner will be able to negotiate a written contract covering at least three terms or conditions of employment with an "employer" using verbal and written references (such as an office procedure manual) to create a written employment contract to the satisfaction of both parties.

INSTRUCTIONAL OBJECTIVE: 3

In a simulated office setting the learner will be able to negotiate at least one term or condition of employment with an "employer" within the terms of the simulated collective bargaining agreement currently in effect for the clinic to the satisfaction of both parties.

EXPECTED PERFORMANCE IIIC 4: Recognize responsibilities and limitations in employer/employee relations.

INSTRUCTIONAL OBJECTIVE: 1 Given at least a 50 item written examination on Provincial and Federal Legislation concerning the learner's own occupation, the learner will be able to identify responsibilities and limitations in employer/employee relations consistent with relevant legal and ethical standards.

INSTRUCTIONAL OBJECTIVE: 2 Given a typical payroll deduction record of a simulated doctor's ofice or hospital the learner will be able to explain all deductions in terms of the legal and or optional responsibilities of the employer and employee, as defined by Federal or Provincial Legislation.

MEDICAL STENOGRAPHER PROFILE

I CLERICAL

C RECORDS MANAGEMENT

EXPECTED PERFORMANCE: IC 6 Convert metric measurements.

INSTRUCTIONAL OBJECTIVE: Using conversion tables or conversion factors and a calculator the learner will be able to convert height, weight and volume measurements. Acceptable performance shall constitute at least twenty metric measurements converted to non-metric equivalents, and twenty non-metric measurements to their metric equivalent to the standard of the College.

I CLERICAL

D TRANSCRIPTION/WORD PROCESSING

EXPECTED PERFORMANCE:	ID 1	Clarify medical professionals' dictation techniques.
INSTRUCTIONAL OBJECTIVE:		In a role-play, or practicum the learner will be able to clarify dictation techniques with "doctors" by explaining the efficient use of one of the standard dictating machines to minimize transcription errors which might be caused by inefficient use of equipment using a checklist based on manufacturer's suggested guidelines.
EXPECTED PERFORMANCE:	ID 2	Transcribe medical reports for which no preprinted form exists.
INSTRUCTIONAL OBJECTIVE:		In a classroom or practicum the learner will be able to transcribe medical reports for which no pre-printed form exists. Acceptable performance shall constitute the transcription of dictation from at least 12 specialities without error or with a maximum of five corrected errors per dictation.
EXPECTED PERFORMANCE:	ID 3	Transcribe handwritten reports.
INSTRUCTIONAL OBJECTIVE:		In a simulated hospital setting, doctor's office or practicum, the learner will be able to transcribe handwritten reports of at least two handwritten lecture notes two committee minutes, two letters, and two consultations. Acceptable performance shall constitute no errors or a maximum of two corrected errors per article.

EXPECTED PERFORMANCE.	ID 4	Identify common preprinted forms for dictated subject matter.
INSTRUCTIONAL OBJECTIVE:		In a classroom or practicum given belts or tapes of dictation the learner will be able to select the appropriate form for a dictation of a History and Physical, Consultation, X-ray, Operative, Pathology, Discharge Summary, Expiration Summary/Autopsy to the standard set by the college and/or hospital.
EXPECTED PERFORMANCE:	ID 5	Transcribe dictated material onto preprinted forms.
INSTRUCTIONAL OBJECTIVE:		In a practicum or classroom setting, from a minimum of ten samples of dictation or simulated dictation, the learner will use preprinted forms to transcribe dictated material onto the appropriate WCB, ICBC, hospital admission or other form. Acceptable performance shall be measured by comparison of the transcription tape to the completed preprinted form without error or with a maximum of five corrected errors per dictation, and no error in the selection of the appropriate form.
EXPECTED PERFORMANCE:	ID 6	Transcribe at hospital production standard.
INSTRUCTIONAL OBJECTIVE:		The learner will be able to transcribe simulated medical dictation at a production level acceptable to the standard of the College or to a hospital or acceptable performance shall constitute a minimum of six samples of simulated dictation transcribed at a minimum rate of 120 net lines per hour based on a 70-space line and maximum penalty of one line per error in any given line. An error consists of incorrect spelling, punctuation, phraseology and vocabulary.

EXPECTED PERFORMANCE: ID 7

Simultaneously edit, correct and transcribe material.

INSTRUCTIONAL OBJECTIVE: 1

In a classroom setting the learner will be able to edit transcribed material by adjusting the phraseology and identifying discrepancies which require further clarification. Acceptable performance shall constitute a minimum of six samples of simulated dictation edited to the standard of the college instructor or the practicum supervisor, and/or with no errors as determined by comparison of the transcription tape to final copy adjusted to recorded clarification remarks made by the person who originated the dictation.

INSTRUCTIONAL OBJECTIVE: 2

In a classroom setting or practicum the learner will be able to correct transcribed material using reference material or contacting the doctor directly to rectify incomprehensible dictation. Acceptable performance shall constitute a minimum of six simulated samples of dictation with incomprehensible words or phrases identified and corrected.

INSTRUCTIONAL OBJECTIVE: 3

In a classroom setting or practicum the learner will be able to simultaneously edit and transcribe dictated material.

Acceptable performance shall constitute a minimum of six samples of simulated dictation transcribed and simultaneously corrected for phraseology, and rectify discrepancies or incomprehensible dictation rectified to the satisfaction of the doctor or the general standard indicated by instructional objectives 1 and 2 above.

EXPECTED PERFORMANCE: ID 8

Use a word processor.

INSTRUCTIONAL OBJECTIVE:

In a classroom setting or practicum the learner will be able to use a word processor to transcribe medical dictation. Acceptable performance shall constitute at least ten pages of dictation transcribed to hospital production standard outlined in expected performance No. ID6, or to the standard of the College or Course Advisory Board.

III PROFESSIONAL

A MEDICAL KNOWLEDGE: ANATOMY ANL PHYSIOLOGY

EXPECTED PERFORMANCE: III A 1

Describe the major function(s) of each body system.

INSTRUCTIONAL OBJECTIVE: 1

The learner will be able to, without error or omission, describe the major function(s) of each body system to the level of complexity found in a simplified text such as Hopkin's "Atlas of Human Functional Anatomy", "Basic Human Anatomy and Physiology's" by Dienhart or Principles of Anatomy and Physiology (2nd Edition) by Tortora and Anagnostakos. Acceptable performance shall constitute completion of a written examination based on the text(s) currently used by the instructor to the standard of the College.

INSTRUCTIONAL OBJECTIVE: 2

The learner will be able to, without error or omission, describe the major function(s) of each body system in relation to the body as a whole to the level of complexity found in a simplified text such as Hopkin's "Atlas of Human Functional Anatomy", or "Basic Human Anatomy and Physiology" by Dienhart or "Principles of Anatomy and Physiology" (2nd Edition) by Tortora and Aragnostakos. Acceptable performance shall constitute completion of an examination based on the text(s) currently used by the instructor.

EXPECTED PERFORMANCE: III A 2

Identify types of tissue and their function(s).

INSTRUCTIONAL-OBJECTIVE:

Given a timed completion type test based on a standard basic text at the level of complexity found in "Basic Human Anatomy and Physiology" by Dienhart, "Structure and Function in Man" by Jacob and Francone, "Atlas of Human Functional Anatomy" by John Hopkins, or "Principles of Anatomy and Physiology" by Tortora and Anagnostakos, the learner will be able to identify without error the four major types of tissue and their function(s), using appropriate medical terminology.

EXPECTED PERFORMANCE: III A 3 Use medical directional terms.

INSTRUCTIONAL OBJECTIVE: Given numbered anatomical diagram(s) the learner will be able to use directional terms (quadrants, planes, and relative position of body cavities) to describe the relative position of at least fifty body parts, and how they relate to the body as a whole according to Chapter 27-28 of Fredrick and Kinn or any standard text, without error or to the standard of the College.

EXPECTED PERFORMANCE: III A 4 Identify anatomical parts.

INSTRUCTIONAL OBJECTIVE: The learner will be able to identify all anatomical parts found in the Medical Office Assistant's Handbook Section 29 (MOA), "Structure and Function of the Body" by Anthony (MS) (or an equivalent basic list approved by the College) without error. Acceptable performance shall constitute identification of actual body parts, models, numbered anatomical diagram(s), or photograph(s) given in a timed written examination of at least 100 questions.

EXPECTED PERFORMANCE: III A 5 Explain basic function of major anatomical parts.

INSTRUCTIONAL OBJECTIVE: Given a multiple choice test the learner will be able to explain the basic function of at least fifteen anatomical parts according to the standard text(s) currently used by the College such as "The Human Body in Health and Disease" by Memmler/Wood, with no more than a 35% error rate or to the standard of the College.

A MEDICAL KNOWLEDGE: DISEASE PROCESS

EXPECTED PERFORMANCE: III A 6 Identify pathogenic contamination process.

INSTRUCTIONAL OBJECTIVE: 1

In a practicum, a role-play and/or on a written test illustrating patients presenting possible pathogenic disease, the learner will identify the pathogenic contamination process. Acceptable performance shall be measured by the documentation of correct recognition by role-players using a checklist or by a written test based on the common communicable diseases and their principal methods of transfer described to the level of complexity found in Tortora & Anagnostakos, Frederick and Kinn Chapter 22 or equivalent text(s).

INSTRUCTIONAL OBJECTIVE: 3 MS 2

Given at least fifty common terms found in Provincial Health Statutes, the learner will be able to describe or match lay terms with medical descriptors without error or to the Standard of the College or Course Advisory Board.

EXPECTED PERFORMANCE: III A 8 MS 7

Identify the inflammatory infections and healing processes.

INSTRUCTIONAL OBJECTIVE: 2 MS 1

Using medical descriptors the learner will be able to state all four basic signs and/or symptoms of the inflammatory process as defined in the Workers' Compensation Board First Aid Manual or equivalent without error.

A MEDICAL KNOWLEDGE: TERMINOLOGY

EXPECTED PERFORMANCE: III A 9
MS 8

Use reference resources.

INSTRUCTIONAL OBJECTIVE: 3
MS 1

Given at least 20 actual or simulated examples of dictation requiring clarification such as garbled dictation, transcription requiring proofreading etc., the learner will be able to use reference resources quickly and accurately. Acceptable performance shall constitute at least one use of each of the following resources to the satisfaction of observers and/or the instructor:

-English and Medical Dictionaries
-Drug Book (C.P.S.)
-Thesaurus
-Telephone and B.C./Canadian Physician Directories
-Syllabus for the Surgeons Secretary
-Hospital Policy and Procedure Manual
-Hospital telephone directory

EXPECTED PERFORMANCE: III A 11
MS 9

Identify the principles of basic pharmacology and drug administration.

INSTRUCTIONAL OBJECTIVE:

Given at least forty examples of drugs in each of at least twenty classifications, the learner will identify their actions to the level of complexity found in the MOA Handbook or equivalent text, without error.

EXPECTED PERFORMANCE: III A 12
MS 10

Identify common generic and brand name drug terminology.

INSTRUCTIONAL OBJECTIVE: 2
MS 1

Given medical transcription containing at least 100 common pharmaceutical products the learner will check and correct the spelling and/or usage of the product as dictated, using an approved reference such as the C.P.S. or equivalent. Acceptable performance shall constitute no errors or to the standard of the College.

EXPECTED PERFORMANCE: III A 13 MS 11

Identify component parts of medical/dental terms.

INSTRUCTIONAL OBJECTIVE:

Given at least fifty (200 MS) commonly used medical/dental terms the learner will be able to explain their roots or stems, prefixes and suffixes without error or with a maximum of three corrected errors using a standard medical/dental reference such as Taber's Encylopedia.

EXPECTED PERFORMANCE: III A 14 MS 12

Use symptom, diagnosis, operation, and treatment medical/dental terms.

INSTRUCTIONAL OBJECTIVE: 2 MS 1

Given a written test or transcription test of at least 400 terms and definitions based on Sister Frennay's "Understanding Medical Terminology" or equivalent texts, the learner will use each term as it relates to the Anatomy and Physiology and Medical Transcription without error or with a maximum of 10 corrected errors.

EXPECTED PERFORMANCE: III A 15 MS 13

Use standard medical abbreviation(s) and symbol(s).

INSTRUCTIONAL OBJECTIVE:

Given a list of at least 100 abbreviations and symbols commonly used in patient histories, dental charts, pharmacy requests or medical transcription, the learner will be able to state or list the full word or words they represent according to the standard medical dictionary or text(s) used by the College, within the error rate established by the College or the Course Advisory Board.

III PROFESSIONAL

B PERSONAL MANAGEMENT

EXPECTED PERFORMANCE: III B 1

Maintain patient confidentiality.

INSTRUCTIONAL OBJECTIVE:

In a simulated doctor's office, hospital ward or department, or in a practicum, the learner will be able to maintain patient confidentiality by excluding access to patient records from unauthorized persons. Acceptable performance shall constitute at least five role-plays measured by a checklist which includes at least the following criteria:

- no patient records left in view unattended
- all enquiries regarding patient file were answered in accordance with the Canadian Medical Association Code of Ethics or the Dental Act and Code of Ethics
- all inquiries regarding patient answered in accordance with the simulated (or actual) office procedure manual or equivalent hospital regulation(s)
- all patient records kept for the statutory time periods

EXPECTED PERFORMANCE: III B 3 MS 2

Handle stress.

INSTRUCTIONAL OBJECTIVE: 2 MS 1

In a practicum of at least five recorded role-played situations the learner will remain under the stress of dealing with production to the satisfaction of observers, role-players and/or the insturctor.
Sample stress situations may include:

- equipment failure
- misfiled dictation
- mislabeled dictation
- duplicated dictation of case history on different belts.

EXPECTED PERFORMANCE: III B 4 MS 3

Model professional personal appearance.

INSTRUCTIONAL OBJECTIVE: 1

During the program the learner will be able to model personal appearance, hygiene and grooming to expected professional standards. Acceptable performance shall constitute a checklist completed by at least two students based upon standards of personal appearance, hygiene, oral hygiene, and grooming recommended by the Community College Advisory Board for the program.

INSTRUCTIONAL OBJECTIVE: 2

In group discussion the learner will be able to consider the legal and psychological implications of his/her working clothing. Acceptable performance shall constitute active participation.

EXPECTED PERFORMANCE: III B 5 MS 4

Maintain effective working relationship(s) with co-worker(s) and doctor(s).

INSTRUCTIONAL OBJECTIVE: 2 MS 1

In a simulated hospital ward or department the learner will be able to maintain effective working relationship(s) with co-worker(s) and doctor(s) by handling at least three ward or department "incidents" in such a way that effective working relation(s) were maintained to the satisfaction of fellow role-players, observer, and/or the instructor using a checklist for determining that an effective working relationship was maintained.

III PROFESSIONAL

C PERSONNEL MANAGEMENT

EXPECTED PERFORMANCE: III C 2 MS 1

Conform to Human Rights Codes.

INSTRUCTIONAL OBJECTIVE:

Given a written exam consisting of case vignettes of doctor's office or hospital related illustrations of areas possibly covered by the Human Rights Codes of Canada and British Columbia, the learner will be able to (without reference) identify actions which conform to the code. Acceptable performance shall constitute no more than three errors on at least 10 case vignettes, or the standard of the College.

EXPECTED PERFORMANCE III C 3 MS 2

Negotiate terms of employment.

INSTRUCTIONAL OBJECTIVE: 1

In a simulated doctor's office the learner will be able to negotiate a common law (verbal) contract. Acceptable performance shall constitute the negotiation of at least three terms or conditions of employment to the satisfaction of both parties.

INSTRUCTIONAL OBJECTIVE: 2

In a simulated office setting the learner will be able to negotiate a written contract covering at least three terms or conditions of employment with an "employer" using verbal and written references (such as an office procedure manual) to create a written employment contract to the satisfaction of both parties.

INSTRUCTIONAL OBJECTIVE: 3

In a simulated office setting the learner will be able to negotiate at least one term or condition of employment with an "employer" within the terms of the simulated collective bargaining agreement currently in effect for the clinic/hospital to the satisfaction of both parties.

EXPECTED PERFORMANCE MS 3	III C 4:	Recognize responsibilities and limitations in employer/employee relations.
INSTRUCTIONAL OBJECTIVE: 1		Given at least a 50 item written examination on Provincial and Federal Legislation concerning the learner's own occupation, the learner will be able to identify responsibilities and limitations in employer/employee relations consistent with relevant legal and ethical standards.
INSTRUCTIONAL OBJECTIVE: 2		Given a typical payroll deduction record of a simulated doctor's office or hospital the learner will be able to explain all deductions in terms of the legal and/or optional responsibilities of the employer and employee, as defined by Federal or Provincial Legislation.

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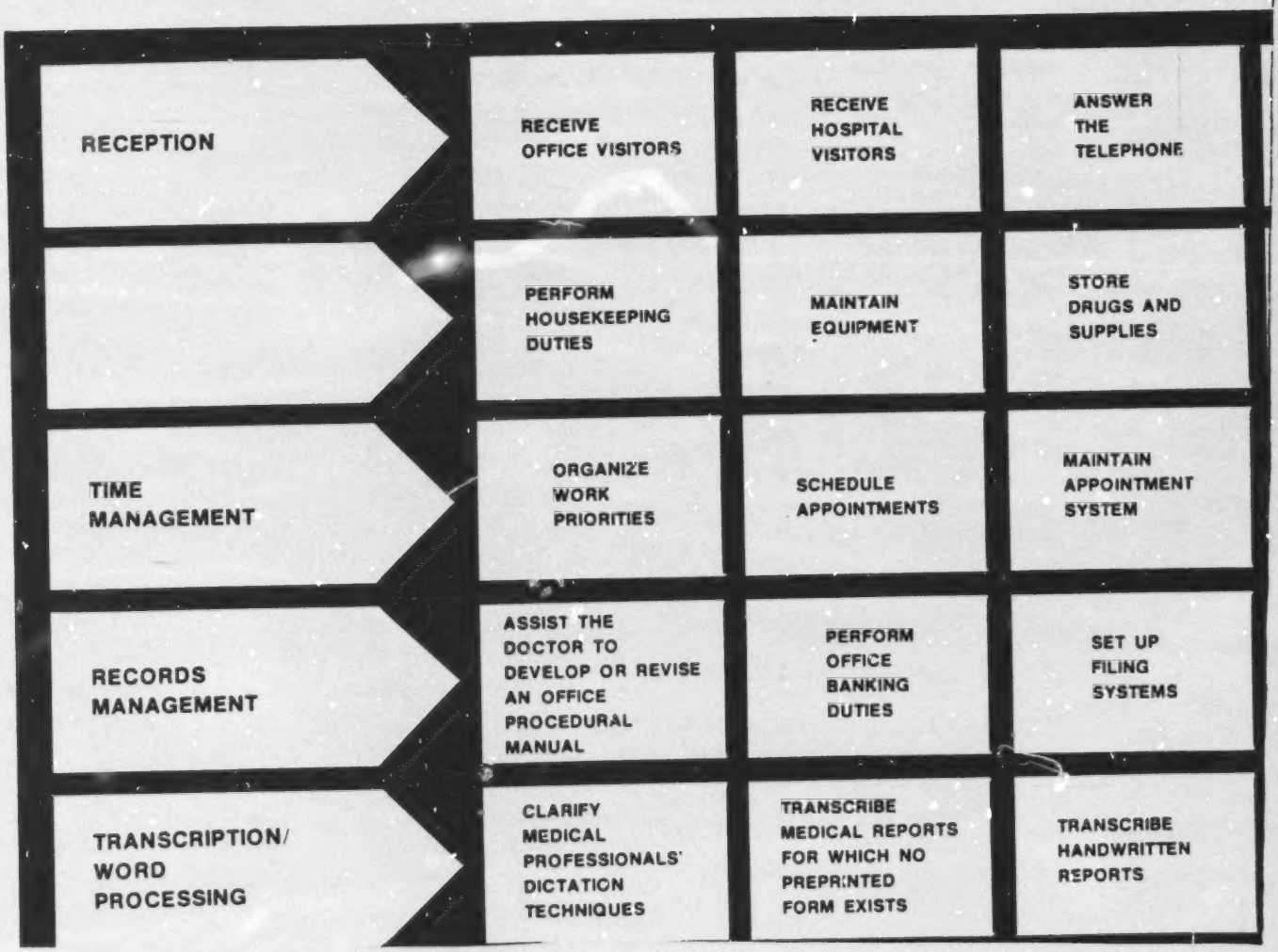


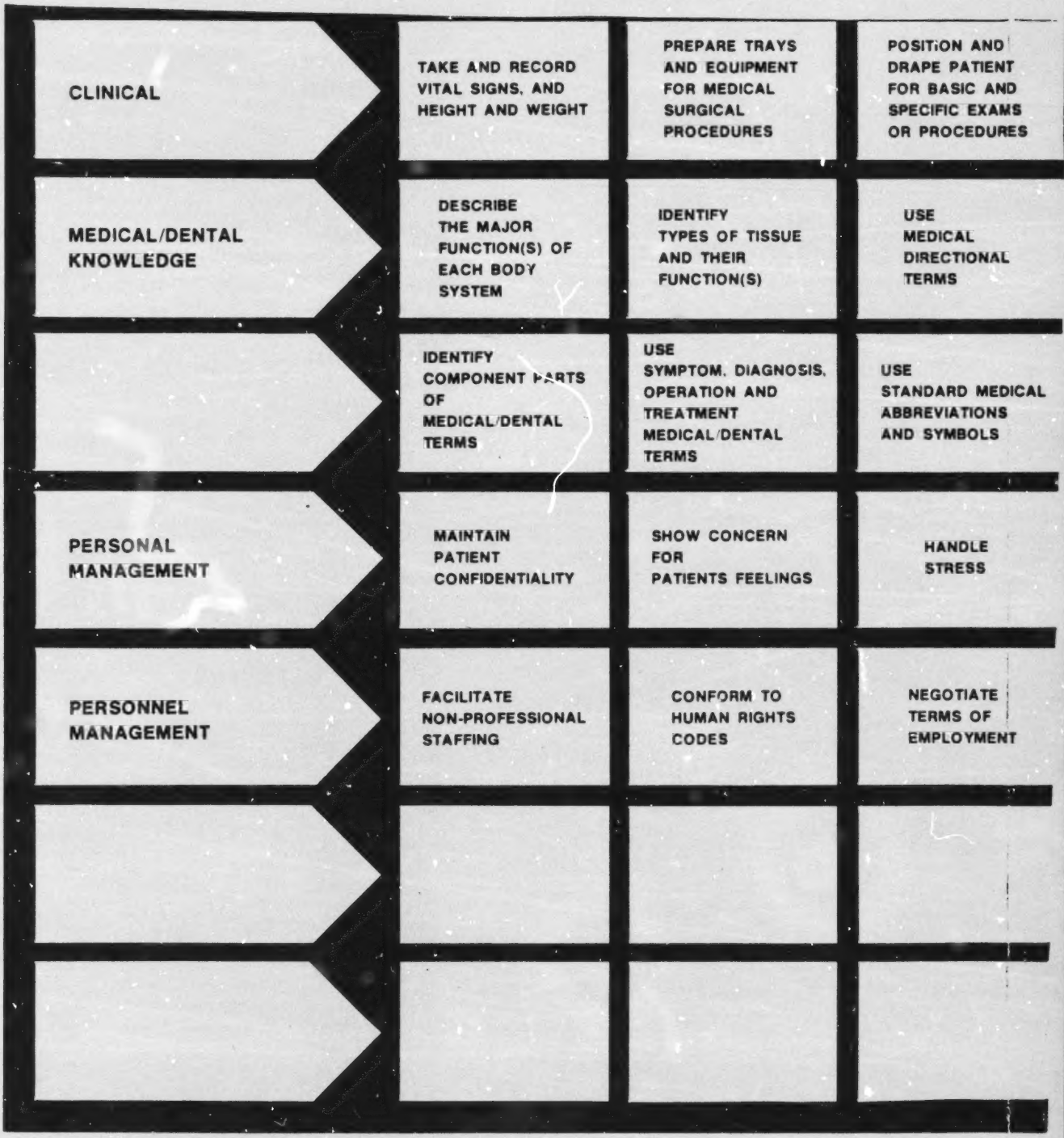
MEDICAL-DENTAL HEALTH CLERICAL SUPPORT STAFF SKILL PROFILE CHART

SIMULTANEOUSLY RECEIVE PEOPLE ON THE PHONE AND IN PERSON	RELAY VERBAL INFORMATION	MAKE TELEPHONE CALLS	PROCESS EMERGENCY PHONE CALLS	HANDLE ON-SITE MEDICAL EMERGENCIES
PROCESS MAIL OR DELIVERIES	PREPARE REQUISITIONS FOR PATIENT DIAGNOSTIC PROCEDURES	PREPARE STANDARD PATIENT REPORT AND/OR WAIVER FORMS	OPERATE BUSINESS MACHINES	COMPOSE BUSINESS CORRESPONDENCE
MAINTAIN FILING SYSTEMS	USE DENTAL ANNOTATION SYSTEMS	CONVERT METRIC MEASUREMENTS	MANAGE THE PRACTICE'S LIBRARY	PREPARE A LIST OF DRUGS AND SUPPLIES NEEDED TO RESTORE INVENTORY
IDENTIFY COMMON PREPRINTED FORMS FOR DICTATED SUBJECT MATTER	TRANSCRIBE DICTATED MATERIAL ONTO PREPRINTED FORMS	TRANSCRIBE AT HOSPITAL PRODUCTION STANDARD	SIMULTANEOUSLY EDIT, CORRECT AND TRANSCRIBE MATERIAL	USE A WORD PROCESSOR

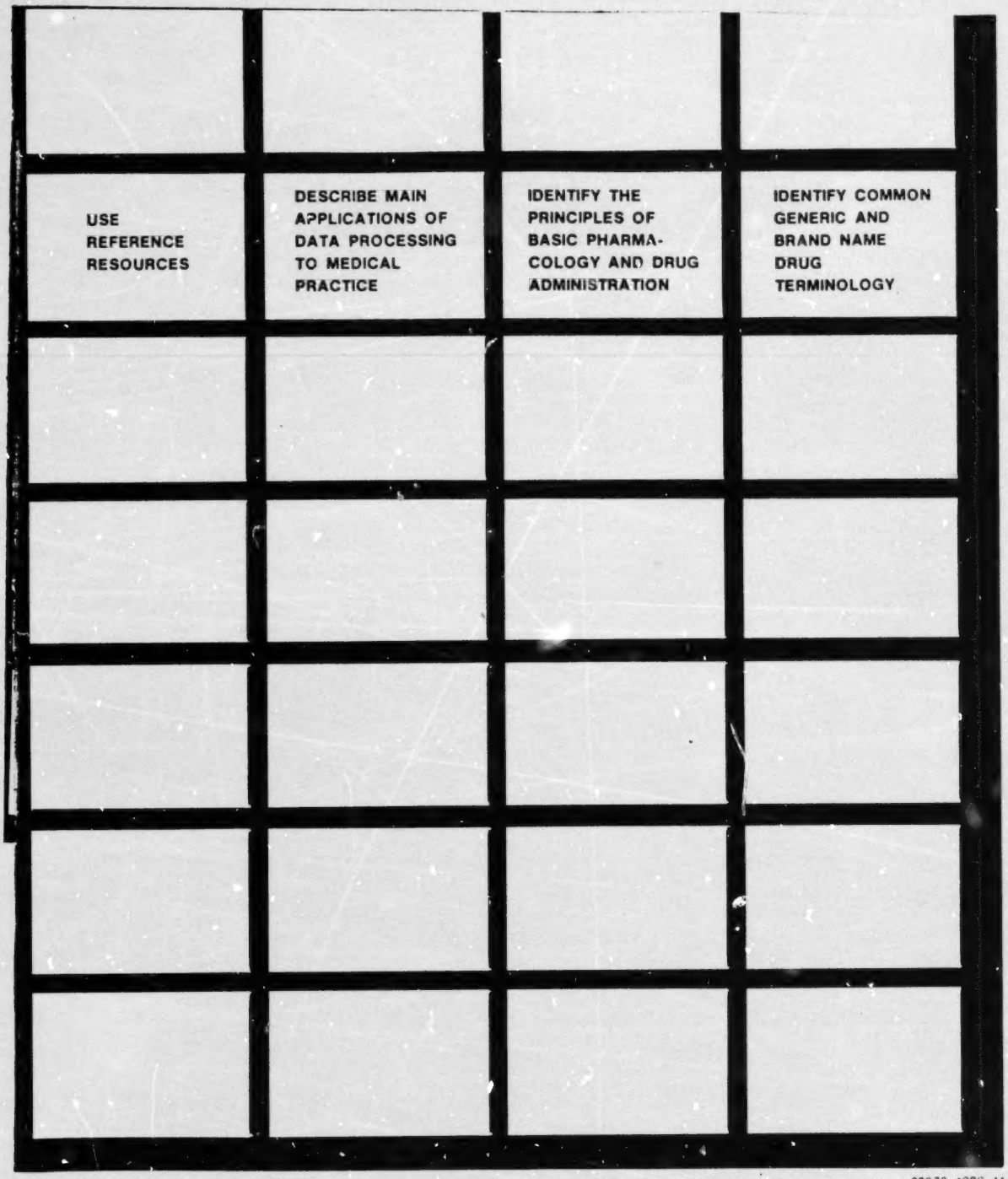
Developed by:

Program Research and Development
Post Secondary Division
Ministry of Education

HANDLE NON-MEDICAL/ DENTAL EMERGENCIES	MANAGE SPECIAL NEEDS PATIENTS	COMFORT AND MANAGE CHILDREN	PROVIDE PATIENT EDUCATION
MANAGE THE MEDICAL PLAN ACCOUNTS	MANAGE NON-MEDICAL/ DENTAL PLAN CHARGES FOR PROFESSIONAL SERVICES	MANAGE PAYROLL	


CLINICAL
TAKE AND RECORD VITAL SIGNS, AND HEIGHT AND WEIGHT
PREPARE TRAYS AND EQUIPMENT FOR MEDICAL SURGICAL PROCEDURES
POSITION AND DRAPE PATIENT FOR BASIC AND SPECIFIC EXAMS OR PROCEDURES
MEDICAL/DENTAL KNOWLEDGE
DESCRIBE THE MAJOR FUNCTION(S) OF EACH BODY SYSTEM
IDENTIFY TYPES OF TISSUE AND THEIR FUNCTION(S)
USE MEDICAL DIRECTIONAL TERMS
IDENTIFY COMPONENT PARTS OF MEDICAL/DENTAL TERMS
USE SYMPTOM, DIAGNOSIS, OPERATION AND TREATMENT MEDICAL/DENTAL TERMS
USE STANDARD MEDICAL ABBREVIATIONS AND SYMBOLS
PERSONAL MANAGEMENT
MAINTAIN PATIENT CONFIDENTIALITY
SHOW CONCERN FOR PATIENTS FEELINGS
HANDLE STRESS
PERSONNEL MANAGEMENT
FACILITATE NON-PROFESSIONAL STAFFING
CONFORM TO HUMAN RIGHTS CODES
NEGOTIATE TERMS OF EMPLOYMENT

ASSIST DOCTOR WITH SPECIFIC EXAMS AND PROCEDURES	PREPARE SPECIMENS FOR EXTERNAL ANALYSIS	PERFORM A ROUTINE URINALYSIS	PERFORM A ROUTINE HEMOGLOBIN TEST	
IDENTIFY ANATOMICAL PARTS	EXPLAIN BASIC FUCTION OF MAJOR ANATOMICAL PARTS	IDENTIFY PATHOGENIC CONTAMINATION PROCESS	IDENTIFY PRINCIPLE METHODS OF PREVENTING CONTAMINATION	IDENTIFY THE INFLAMMATORY INFECTIONS AND HEALING PROCESSES
MODEL PROFESSIONAL PERSONAL APPEARANCE	MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH CO-WORKER(S) AND DOCTOR(S)			
RECOGNIZE RESPONSIBILITIES AND LIMITATIONS IN EMPLOYER/EMPLOYEE RELATIONS				


USE REFERENCE RESOURCES
DESCRIBE MAIN APPLICATIONS OF DATA PROCESSING TO MEDICAL PRACTICE
IDENTIFY THE PRINCIPLES OF BASIC PHARMACOLOGY AND DRUG ADMINISTRATION
IDENTIFY COMMON GENERIC AND BRAND NAME DRUG TERMINOLOGY

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Province of
British Columbia

RECORDS MANAGEMENT	CONVERT METRIC MEASUREMENTS		
TRANSCRIPTION/ WORD PROCESSING	CLARIFY MEDICAL PROFESSIONALS' DICTATION TECHNIQUES	TRANSCRIBE MEDICAL REPORTS FOR WHICH NO PREPRINTED FORM EXISTS	TRANSCRIBE HANDWRITTEN REPORTS
MEDICAL KNOWLEDGE	DESCRIBE THE MAJOR FUNCTION(S) OF EACH BODY SYSTEM	IDENTIFY TYPES OF TISSUE AND THEIR FUNCTION(S)	USE MEDICAL DIRECTIONAL TERMS
	USE STANDARD MEDICAL ABBREVIATIONS AND SYMBOLS		
PERSONAL MANAGEMENT	MAINTAIN PATIENT CONFIDENTIALITY	HANDLE STRESS	MODEL PROFESSIONAL PERSONAL APPEARANCE
PERSONNEL MANAGEMENT	CONFORM TO HUMAN RIGHTS CODES	NEGOTIATE TERMS OF EMPLOYMENT	RECOGNIZE RESPONSIBILITIES AND LIMITATIONS IN EMPLOYER/EMPLOYEE RELATIONS

MEDICAL STENOGRAPHER
SKILL PROFILE CHART

IDENTIFY COMMON PREPRINTED FORMS FOR DICTATED SUBJECT MATTER	TRANSCRIBE DICTATED MATERIAL ONTO PREPRINTED FORMS	TRANSCRIBE AT HOSPITAL PRODUCTION STANDARD	SIMULTANEOUSLY EDIT, CORRECT AND TRANSCRIBE MATERIAL	USE A WORD PROCESSOR
IDENTIFY ANATOMICAL PARTS	EXPLAIN BASIC FUNCTION OF MAJOR ANATOMICAL PARTS	IDENTIFY PATHOGENIC CONTAMINATION PROCESS	IDENTIFY THE INFLAMMATORY INFECTIONS AND HEALING PROCESSES	USE REFERENCE RESOURCES
MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH CO-WORKER(S) AND DOCTOR(S)				

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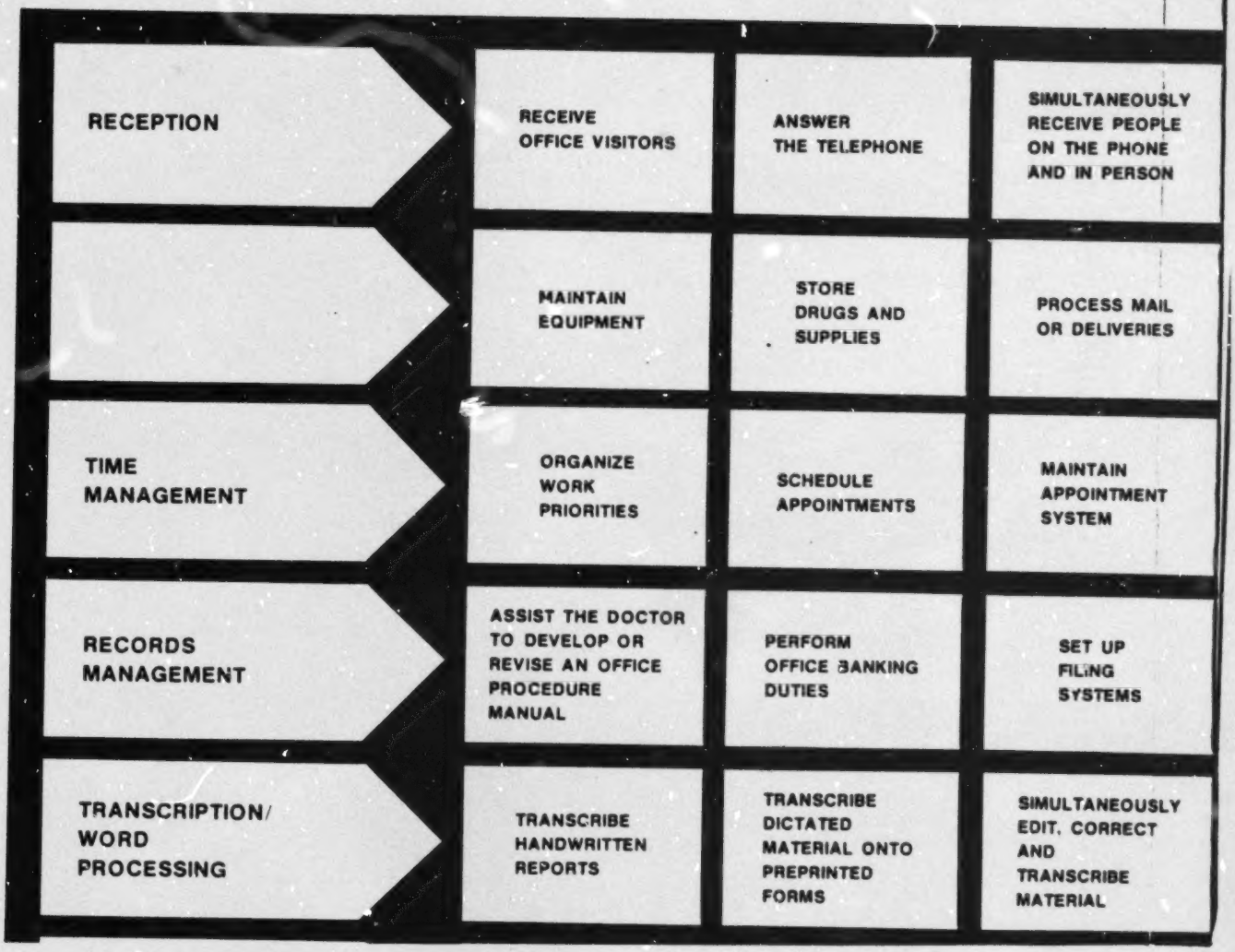
IDENTIFY THE PRINCIPLES OF BASIC PHARMACOLOGY AND DRUG ADMINISTRATION	IDENTIFY COMMON GENERIC AND BRAND NAME DRUG TERMINOLOGY	IDENTIFY COMPONENT PARTS OF MEDICAL/DENTAL TERMS	USE SYMPTOM. DIAGNOSIS. OPERATION AND TREATMENT MEDICAL/DENTAL TERMS

Province of
British Columbia



DENTAL RECEPTIONIST SKILL PROFILE CHART

RELAY VERBAL INFORMATION	MAKE TELEPHONE CALLS	PROCESS EMERGENCY PHONE CALLS	HANDLE ON-SITE MEDICAL EMERGENCIES	HANDLE NON-MEDICAL/DENTAL EMERGENCIES
PREPARE STANDARD PATIENT REPORT AND OR WAIVER FORMS	OPERATE BUSINESS MACHINES	COMPOSE BUSINESS CORRESPONDENCE		
MAINTAIN FILING SYSTEMS	RELAY VERBAL INFORMATION	CONVERT METRIC MEASUREMENTS	MANAGE THE PRACTICE'S LIBRARY	PREPARE A LIST OF DRUGS AND SUPPLIES NEEDED TO RESTORE INVENTORY

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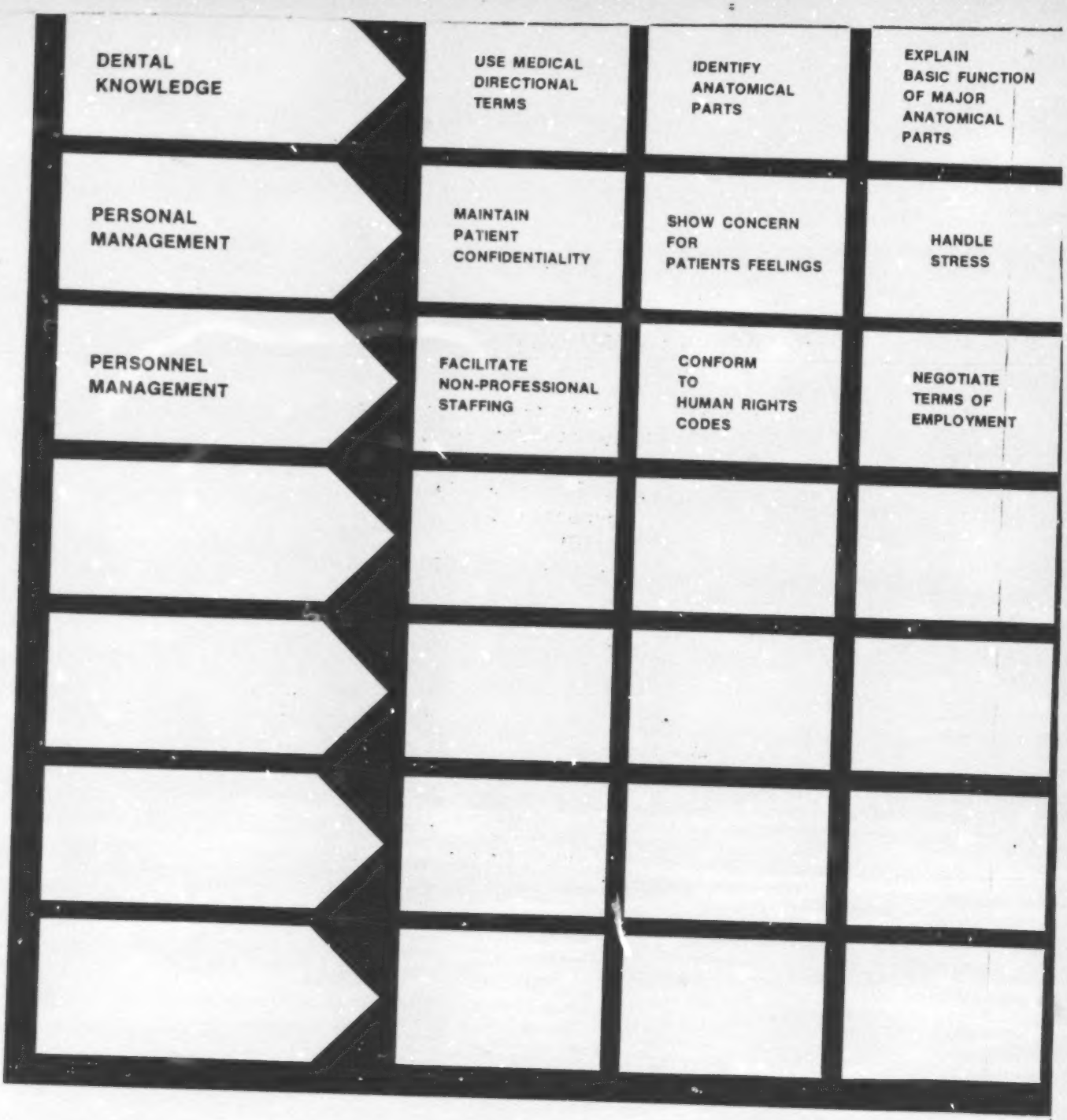
Ministry of Education

MANAGE SPECIAL NEEDS PATIENTS	COMFORT AND MANAGE CHILDREN	PROVIDE PATIENT EDUCATION	PERFORM HOUSEKEEPING DUTIES
MANAGE NON-MEDICAL/DENTAL PLAN CHARGES FOR PROFESSIONAL SERVICES	MANAGE PAYROLL		


DENTAL KNOWLEDGE
USE MEDICAL DIRECTIONAL TERMS
IDENTIFY ANATOMICAL PARTS
EXPLAIN BASIC FUNCTION OF MAJOR ANATOMICAL PARTS
PERSONAL MANAGEMENT
MAINTAIN PATIENT CONFIDENTIALITY
SHOW CONCERN FOR PATIENTS FEELINGS
HANDLE STRESS
PERSONNEL MANAGEMENT
FACILITATE NON-PROFESSIONAL STAFFING
CONFORM TO HUMAN RIGHTS CODES
NEGOTIATE TERMS OF EMPLOYMENT

USE REFERENCE RESOURCES	IDENTIFY COMPONENT PARTS OF MEDICAL/DENTAL TERMS	USE STANDARD MEDICAL ABBREVIATIONS AND SYMBOLS		
MODEL PROFESSIONAL PERSONAL APPEARANCE	MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH CO-WORKER(S) AND DOCTOR(S)			
RECOGNIZE RESPONSIBILITIES AND LIMITATIONS IN EMPLOYER EMPLOYEE RELATIONS				

Province of
British Columbia

RECEPTION	RECEIVE HOSPITAL VISITORS	ANSWER THE TELEPHONE	SIMULTANEOUSLY RECEIVE PEOPLE ON THE PHONE AND IN PERSON
	PREPARE REQUISITIONS FOR PATIENT DIAGNOSTIC PROCEDURES	OPERATE BUSINESS MACHINES	
TIME MANAGEMENT	ORGANIZE WORK PRIORITIES		
RECORDS MANAGEMENT	PREPARE A LIST OF DRUGS AND SUPPLIES NEEDED TO RESTORE INVENTORY		
CLINICAL	TAKE AND RECORD VITAL SIGNS, AND HEIGHT AND WEIGHT		

HOSPITAL CLERICAL WORKER
SKILL PROFILE CHART

RELAY VERBAL INFORMATION	MAKE TELEPHONE CALLS	PROCESS EMERGENCY PHONE CALLS	HANDLE ON-SITE MEDICAL EMERGENCIES	HANDLE NON-MEDICAL/DENTAL EMERGENCIES
USE REFERENCE RESOURCES	IDENTIFY COMMON GENERIC AND BRAND NAME DRUG TERMINOLOGY	IDENTIFY COMPONENT PARTS OF MEDICAL/DENTAL TERMS	USE SYMPTOM, DIAGNOSIS, OPERATION, AND TREATMENT MEDICAL/DENTAL TERMS	USE STANDARD MEDICAL ABBREVIATIONS AND SYMBOLS
MODEL PROFESSIONAL PERSONAL APPEARANCE	MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH CO-WORKER(S) AND DOCTOR(S)			

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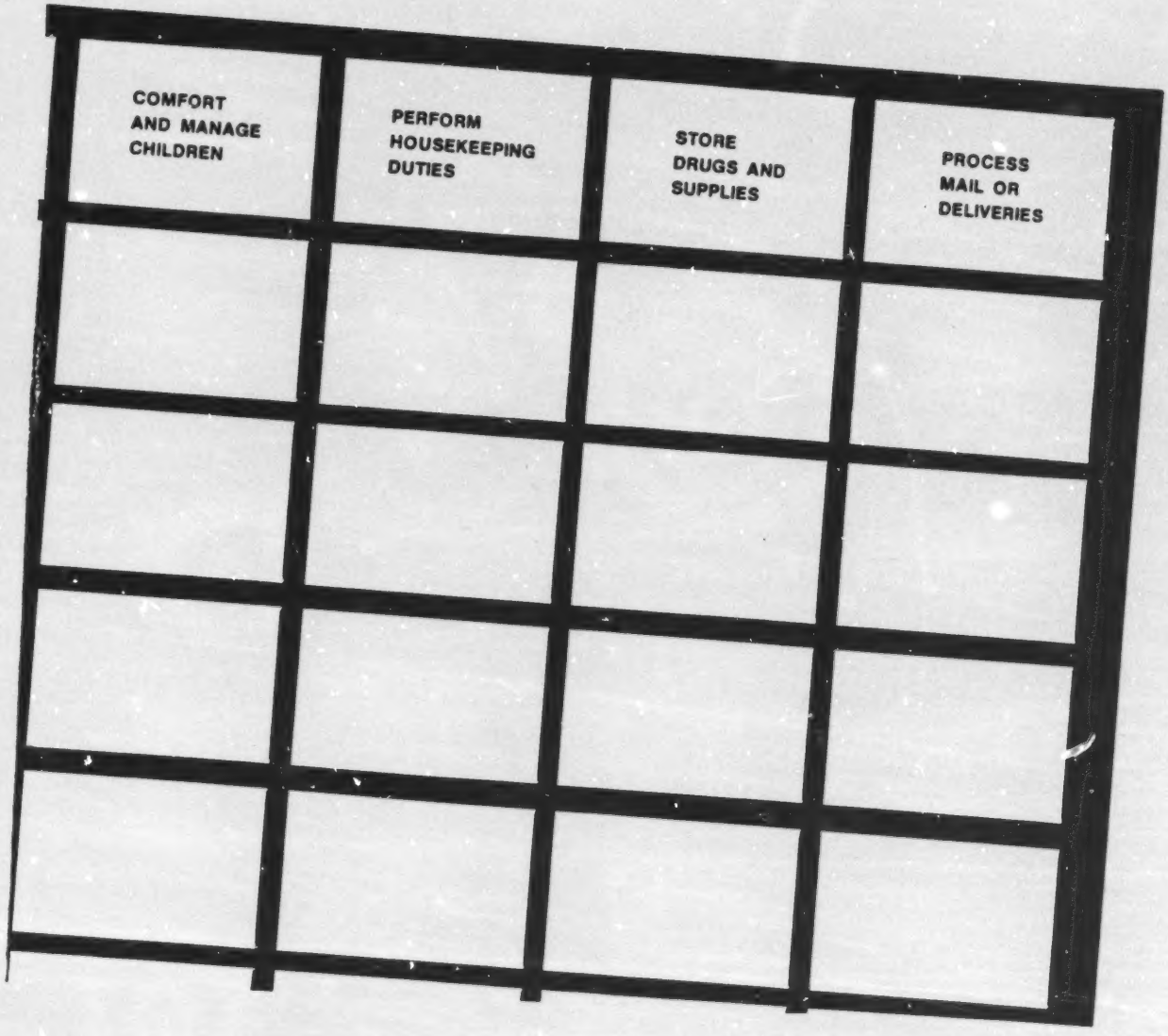
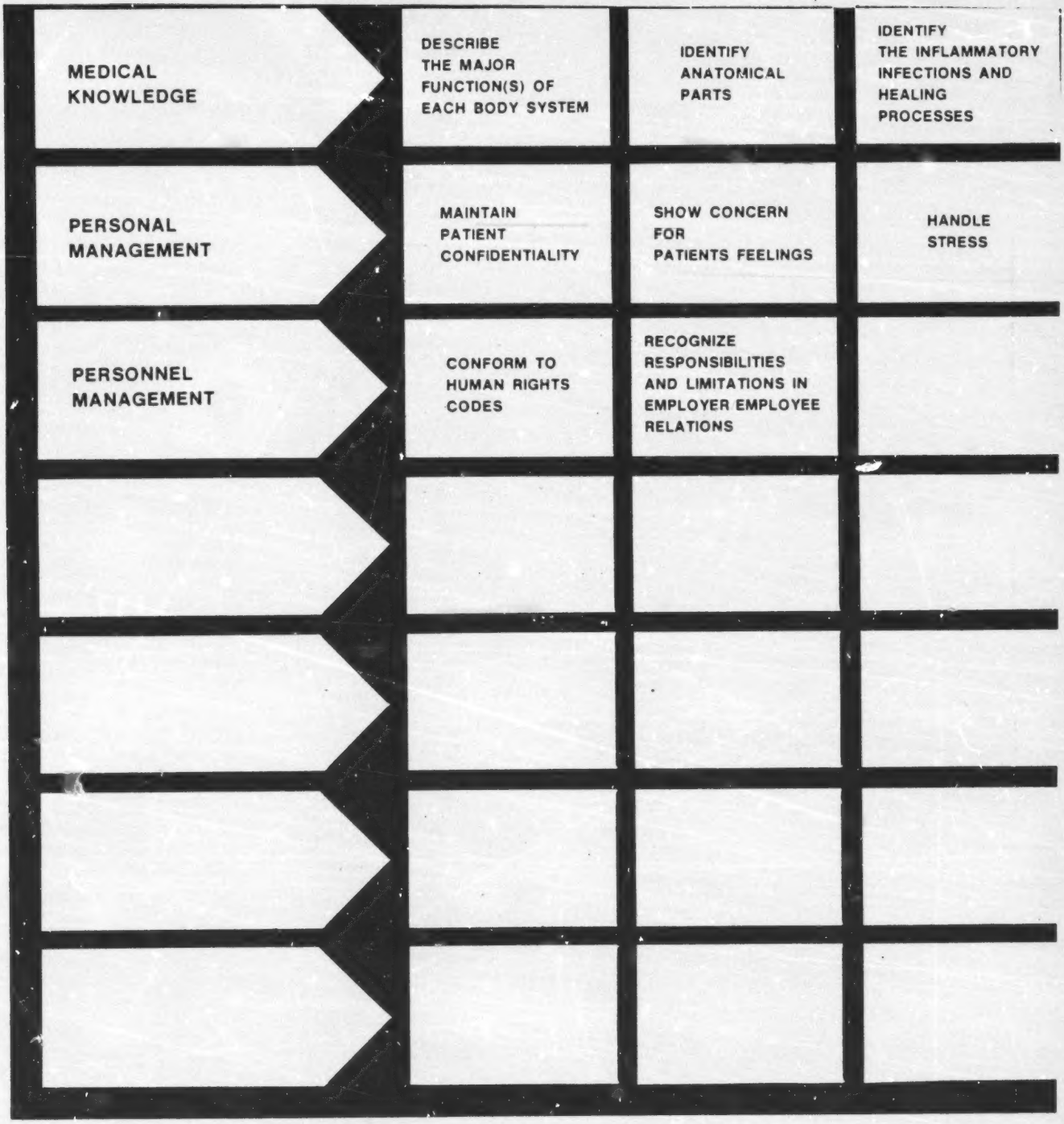



MEDICAL KNOWLEDGE
DESCRIBE THE MAJOR FUNCTION(S) OF EACH BODY SYSTEM
IDENTIFY ANATOMICAL PARTS
IDENTIFY THE INFLAMMATORY INFECTIONS AND HEALING PROCESSES
PERSONAL MANAGEMENT
MAINTAIN PATIENT CONFIDENTIALITY
SHOW CONCERN FOR PATIENTS FEELINGS
HANDLE STRESS
PERSONNEL MANAGEMENT
CONFORM TO HUMAN RIGHTS CODES
RECOGNIZE RESPONSIBILITIES AND LIMITATIONS IN EMPLOYER EMPLOYEE RELATIONS

Province of
British Columbia

RECEPTION	RECEIVE OFFICE VISITORS	ANSWER THE TELEPHONE	SIMULTANEOUSLY RECEIVE PEOPLE ON THE PHONE AND IN PERSON
	MAINTAIN EQUIPMENT	STORE DRUGS AND SUPPLIES	PROCESS MAIL OR DELIVERIES
TIME MANAGEMENT	ORGANIZE WORK PRIORITIES	SCHEDULE APPOINTMENTS	MAINTAIN APPOINTMENT SYSTEM
RECORDS MANAGEMENT	ASSIST THE DOCTOR TO DEVELOP OR REVISE AN OFFICE PROCEDURE MANUAL	PERFORM OFFICE BANKING DUTIES	SET UP FILING SYSTEMS
TRANSCRIPTION/ WORD PROCESSING	CLARIFY MEDICAL PROFESSIONALS DICTATION TECHNIQUES	TRANSCRIBE MEDICAL REPORTS FOR WHICH NO PREPRINTED FORM EXISTS	TRANSCRIBE HANDWRITTEN REPORTS

MEDICAL OFFICE ASSISTANT
SKILL PROFILE CHART

RELAY VERBAL INFORMATION	MAKE TELEPHONE CALLS	PROCESS EMERGENCY PHONE CALLS	HANDLE ON-SITE MEDICAL EMERGENCIES	HANDLE NON-MEDICAL/DENTAL EMERGENCIES
PREPARE REQUISITIONS FOR PATIENT DIAGNOSTIC PROCEDURES	PREPARE STANDARD PATIENT REPORT AND/OR WAIVER FORMS	OPERATE BUSINESS MACHINES	COMPOSE BUSINESS CORRESPONDENCE	
MAINTIAN FILING SYSTEMS	CONVERT METRIC MEASUREMENTS	MANAGE THE PRACTICE'S LIBRARY	PREPARE A LIST OF DRUGS AND SUPPLIES NEEDED TO RESTORE INVENTORY	MANAGE THE MEDICAL PLAN ACCOUNTS
TRANSCRIBE DICTATED MATERIAL ONTO PREPRINTED FORMS	SIMULTANEOUSLY EDIT, CORRECT AND TRANSCRIBE MATERIAL			

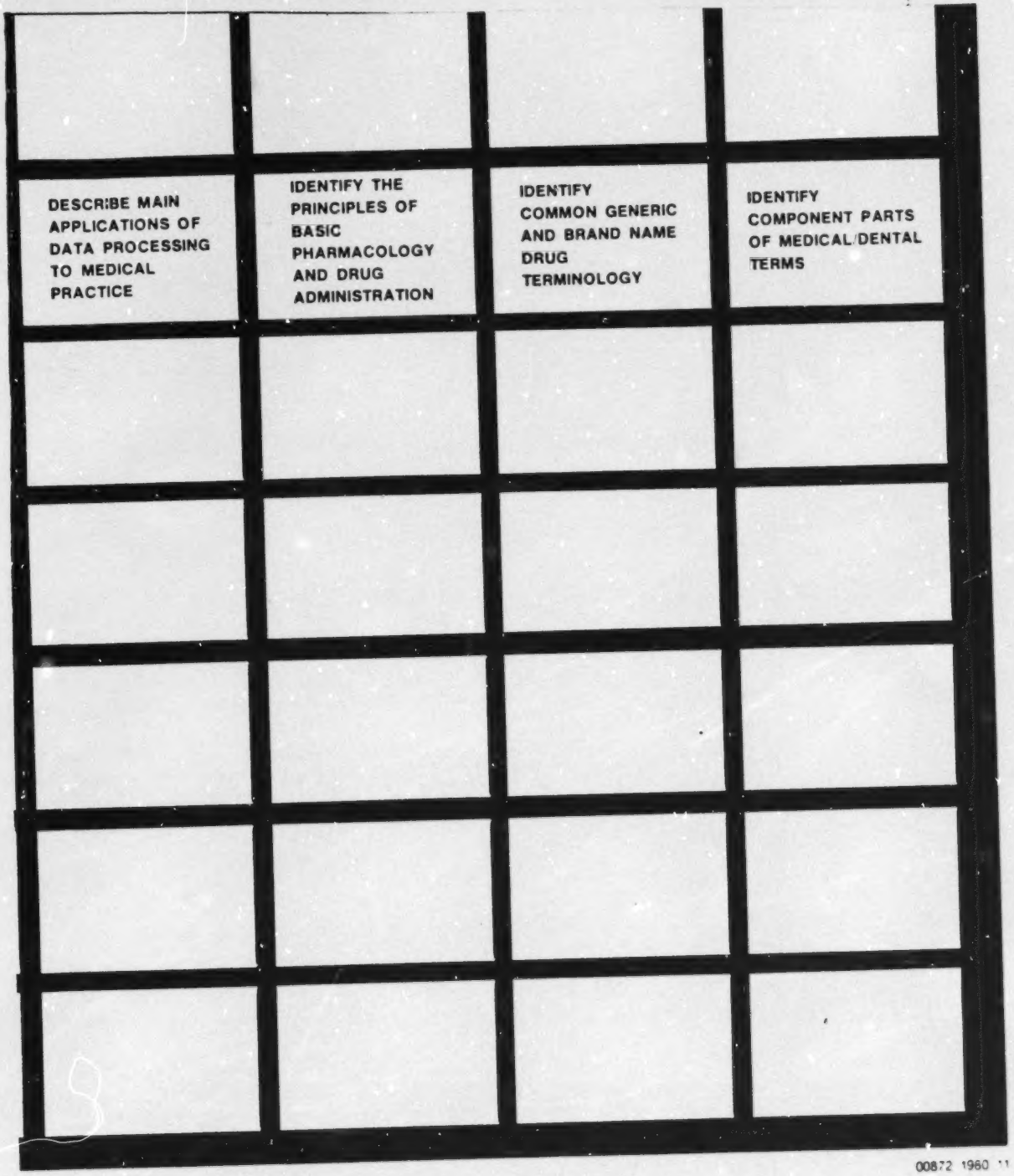
Developed by:

Program Research and Development
Post Secondary Division
Ministry of Education

MANAGE SPECIAL NEEDS PATIENTS	COMFORT AND MANAGE CHILDREN	PROVIDE PATIENT EDUCATION	PERFORM HOUSEKEEPING DUTIES
MANAGE NON-MEDICAL DENTAL PLAN CHARGES FOR PROFESSIONAL SERVICES	MANAGE PAYROLL		

CLINICAL	TAKE AND RECORD VITAL SIGNS, AND HEIGHT AND WEIGHT	PREPARE TRAYS AND EQUIPMENT FOR MEDICAL, SURGICAL PROCEDURES	POSITION AND DRAPE PATIENT FOR BASIC AND SPECIFIC EXAMS OR PROCEDURES
MEDICAL KNOWLEDGE	DESCRIBE THE MAJOR FUNCTION(S) OF EACH BODY SYSTEM	USE MEDICAL DIRECTIONAL TERMS	IDENTIFY ANATOMICAL PARTS
	USE SYMPTOM, DIAGNOSIS, OPERATION AND TREATMENT MEDICAL/DENTAL TERMS	USE STANDARD MEDICAL ABBREVIATIONS AND SYMBOLS	
PERSONAL MANAGEMENT	MAINTAIN PATIENT CONFIDENTIALITY	SHOW CONCERN FOR PATIENTS FEELINGS	HANDLE STRESS
PERSONNEL MANAGEMENT	FACILITATE NON-PROFESSIONAL STAFFING	CONFORM TO HUMAN RIGHTS CODES	NEGOTIATE TERMS OF EMPLOYMENT

ASSIST DOCTOR WITH SPECIFIC EXAMS AND PROCEDURES	PREPARE SPECIMENS FOR EXTERNAL ANALYSIS	PERFORM A ROUTINE URINALYSIS	PERFORM A ROUTINE HEMOGLOBIN TEST	
EXPLAIN BASIC FUNCTION OF MAJOR ANATOMICAL PARTS	IDENTIFY PATHOGENIC CONTAMINATION PROCESS	IDENTIFY PRINCIPLE METHODS OF PREVENTING CONTAMINATION	IDENTIFY THE INFLAMMATORY INFECTIONS AND HEALING PROCESSES	USE REFERENCE RESOURCES
MODEL PROFESSIONAL PERSONAL APPEARANCE	MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH CO-WORKER(S) AND DOCTOR(S)			
RECOGNIZE RESPONSIBILITIES AND LIMITATIONS IN EMPLOYER EMPLOYEE RELATIONS				


DESCRIBE MAIN APPLICATIONS OF DATA PROCESSING TO MEDICAL PRACTICE
IDENTIFY THE PRINCIPLES OF BASIC PHARMACOLOGY AND DRUG ADMINISTRATION
IDENTIFY COMMON GENERIC AND BRAND NAME DRUG TERMINOLOGY
IDENTIFY COMPONENT PARTS OF MEDICAL/DENTAL TERMS
00872 1980 11

THE DACUM APPROACH

DACUM is a systematic model of program development used in designing career, technical and vocational training programs. The first step in the process is to establish the skills expected of a graduate entering employment. These skills are generally specified by a representative employer group in a workshop conducted by program development specialists. The product of this activity is a skill profile chart. This chart is then circulated both to the participants and to a number of other employers for review prior to further development.

The next step is to specify learner-centred performance objectives. These include not only the skills a learner must demonstrate but also the conditions under which the skill is to be performed and the criteria used to determine the acceptable standard of performance.

Once the performance objectives have been set, there are three important steps to complete the development process. These are generally undertaken by an instructor or group of instructors, in the following order:

1) Appropriate evaluation instruments are chosen or created to assess student capability in relation to the specific objectives of the program.

2) A variety of suitable instructional techniques and learning experiences are chosen to facilitate learning of the skills and knowledge required to meet the objectives.

3) Instructional resources (texts, films, models, and other learning aids) are selected or created.

READING THE SKILL PROFILE CHART

A skill profile chart (often referred to as a DACUM Chart), is a graphic representation of the essential skills expected of a student graduating from a specific career, vocational or technical program.

Broad areas of employee responsibility are shown in the boxes on the left of the chart. These are called "general areas of competence". The tasks or skills related to each are sequenced along the horizontal track to the right of the general area of competence.

FOR FURTHER INFORMATION

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ADDITIONAL COPIES

Additional copies of this chart and performance objectives may be ordered from:

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